Table of Contents

Part I Introduction 5

1 About NetOp Instruct Documentation 5

Typographical Conventions 6
Documentation Updates 6

2 Operating Systems 7

3 Communication Devices 7

4 Teaching Environment 8

5 Teaching Actions 8

6 Class Control Panel 9

Details View 9
Classroom View 10
Thumbnail View 11
Lesson Plan View 12
Recordings View 13
Tests View 14
Activity View 15
Class Setup View 16

7 Security 16

8 Attendee User Options 16

9 About NetOp Instructor 17

Advanced Display Info 18
Communication Info 19

Part II Installation 19

1 Loading Attendee and Instructor modules 20

Loading Attendee - First Time 20
Loading Instructor - First Time 24

Part III Daily Use - Instructor 26

1 A Typical Lesson 26

Distribute Files 26
Gain Attention 31
Run 32
Assisting Attendees 33
Demonstrate 34
Audio/Video Chat 35
Chat 36
Send Message 37
Controlling Attendees 37
Observe Class Activity 38
Class Activity View 39
Active Applications and Sites 40
Monitoring - Cycling Screens 41
Monitoring - Thumbnails 42
Remote Control 43

© 2007

Collect Files 44
File Management 46
Lesson Plan 46
Create Lesson Plan 46
Create Lesson Actions 48
Selecting Lessons 49
Manage Lessons 50
Running an Action 51
2 Manage Classroom 52
Class Startup Options 53
Available Attendees 53
Invite Attendee 55
Create Group 56
Add Attendee to Group 57
Attendee Information 58
Create Policy 59
Move Attendee to New Class 62
3 Designing Tests 63
Using the Test Wizard - Step 1 63
Handling the Question Editor 65
Drop-down list 66
Essay 67
Label Image 68
Match Image 69
Match Text 70
Multiple Choice 70
Ordering 73
Question and Answer 74
Text Completion 75
Wizard Tools 75
Set Time 76
Add Resources 77
Preview Question 78
Using the Test Wizard - Step 2 79
Using the Test Wizard - Step 3 80
Advanced 81
Scoring 82
Running the Test 84
Tests View 86
Folders 86
Begin a Test 87
Group Start Test 87
Run Test 87
Single Attendee Start 87
Copy Instructor to Removable Media 88
Part IV Daily Use - Attendee 89
1 Tests 89
Unrestricted Test 90
Restricted Test 90
2 Locked Keyboard and Mouse 90
3 Communication 91

© 2007

Request Help 91
Message 92
Chat Attendee 93
Audio/Video Chat 94
Invitation 94
4 NetOp Marker Utility 95
5 Internet access 95
6 Program Access 96
7 Assistant Instructor Functionality 96
Part V Handling NetOp Instruct 97
1 Instructor Buttons 98
Demonstrate Button 99
Options - Demonstrate 100
Demonstrate - Other options 101
Demonstrate Toolbox - Attendee 102
Session Control 103
NetOp Marker Utility 104
Attention Button 105
Control Button 105
Options - Control 106
Session Properties Control 107
Monitoring Action Bar 111
Remote Control Action Bar 111
Communicate Button 112
Audio Chat 113
Adjusting Web Cam 115
Chat 115
Message 116
Workgroup Button 116
Run Button 117
Commands Button 118
Files Button 119
Distribute Window 119
Collect Window 120
Select Destination 122
File Manager 123
File Manager Options 125
Record Button 126
Record Action Menu 127
Record Playback Controls 127
Policy Button 128
Activity View Menu 128
Application History 131
2 Instructor Customization 132
Corner Bitmap 133
Background Bitmap 134
Thumbnail Bitmap Size 135
Select Pane 135
Group Icons 135
3 Options 136

© 2007

Options - Attention **138**
Options - Class **139**
Class Server Setup 140
Options - Connection **141**
Options - General **142**
Options - Menu/Toolbar **143**
Options - Audio Video Chat **144**
Advanced Audio Settings **145**
Options - Protection **146**
Change Protection Password 146
Options - Policy **147**
Options - Run **148**
Options - Sharing **149**
Options - Instructors **150**
Instructor Name 151
Instructor Profiles 152
Adding Instructor 152
Instructor Profiles and Windows Authentication 153
Options - Web Update **154**
Publish New Updates 155

4 Attendee Window **156**

Attendee - Options **157**
Options - Audio Video Chat 158
Options - Advanced Audio 159
Options - Class 160
Class Server Setup - Attendee 161
Options - Connection 162
Options - General 163
Changing Attendee Stealth Mode 163
Options - Protection 164
Options - Help Request 165
Options - Attendee Login 165
Attendee Window - Tabs **166**
General Tab 167
Class Tab 168
Messages Tab 168
Recordings Tab 169

5 Security **169**

Connection Security **169**
Instructor Security **169**
Attendee Security **170**

Index **0**

© 2007

1 Introduction

Welcome to NetOp Instruct

You are an Instructor, a Teacher, a Supervisor. Your audience - attendees / colleagues - may be physically right in front of you in a classroom or they may be spread around the library, campus, offices or departments, in the same building, city or around the globe.

NetOp Instruct is a powerful software package that connects your computer with the computers of your audience creating an interactive classroom on the network. Furthermore, you get a number of effective teaching tools such as the ability to show your screen to the entire class, monitor classroom screens, create and execute tests and other tools to help you supervise and stay in control of classroom activity.

If you encounter difficulties using this product, first consult with this Help system.

Additional troubleshooting guidance is available at help.netop.com in a 'KnowledgeBase' that provide detailed

The local supplier of your NetOp product is available for advising you on how to obtain maximum benefit from your NetOp product.

As a last resort, you are invited to submit a support request directly to NetOp Support by using the ‘Contact Technical Support’ form. We will get back to you as soon as possible with a solution to your problem.

NetOp Product Services

This section contains the sections and topics:

About NetOp Instruct Documentation

About NetOp Instructor

1.1 About NetOp Instruct Documentation

NetOp Instruct documentation includes the introductory booklet ‘Teaching with NetOp Instruct’, the help systems ‘NetOp Instructor Help’ and ’NetOp Attendee Help’, and two pdf manuals: User’s Manual and Advanced User’s Manual.

‘Teaching with NetOp Instruct’ is included as a printed booklet when buying a licensed version of NetOp Instruct. All available language versions of this booklet and the above mentioned manuals are included as Portable Document Format (PDF) files on the NetOp Instruct CD and the NetOp Trial Versions CD. In the CD menu, select the desired language and select ‘Quick Guide’ to display the booklet contents.

This section contains the topics:

Typographical Conventions

Documentation Updates

© 2007

1.1.1 Typographical Conventions

Note: Instructor with a capital I always refers to the NetOp Instructor module. For clarity, the instructor person is referred to as 'Instructor'. Likewise, Attendee with a capital A always refers to the NetOp Attendee module. The Attendee person is referred to as 'attendee'.

The following other typographical conventions are used:

SMALL CAPS text represents keyboard keys (a '+' between indicates that keys must be pressed at the same time).

Lucida Console Font text represents keyboard entries.

[Square brackets] are used around optional entries.

<Angle brackets> are used around descriptions of a varying content.

Underlined colored text is a jump hotspot. Click a jump hotspot (the mouse pointer displaying a hand) to jump to another help topic referenced in the jump hotspot.

These window buttons are not explained if they execute their standard functionality:

Ok	Click this button to close the window applying selections.
Cancel	Click this button to close the window without applying selections.
Help	Click this button to open the 'Help' system on the topic of the displayed window.

1.1.2 Documentation Updates

From time to time, NetOp Instruct is improved through the release of updated builds of the product.

Note: The most recently released build of NetOp Instruct should always be installed in order that the installed product is up to the current standard. It can be downloaded from the www.netop.com website (Downloads - Latest builds), and installed provided that a valid license number for the downloaded version of the product is specified. NetOp Instruct includes a Web Update facility that can automatically check for updated builds of installed NetOp Instruct products and download and install them.

Updated builds are documented in the 'README.TXT' file that is installed with the updated build and can be opened from the program folder 'Readme' command, typically 'Start\Programs\NetOp Instruct \Readme'.

Help systems, manuals and 'Teaching with NetOp Instruct' will be updated less frequently. When help systems are updated with changes documented in the 'README.TXT' file, they will accompany an updated build.

Updates of 'Teaching with NetOp Instruct' and manuals are designated by a document revision number on page 2 (in the PDF) in the format YYYYDDD (Y=year digit, D=day digit).

© 2007

1.2 Operating Systems

NetOp Instruct version 5.0 can run on computers using the operating systems Microsoft Windows 2003, XP, 2000, NT, ME, 98 and 95, including operating system supporting terminal services.

NetOp Instruct versions 2.5 and 2.0 can run on the same operating systems excluding Windows 2003.

You may experience insufficient support for Windows XP as well as the latest service packs on other platforms.

NetOp Instruct versions 2.0 and higher are mutually compatible, but features introduced in higher versions are not supported by lower versions.

NetOp Instruct versions 1.5 and lower can run on computers using the operating systems Microsoft Windows NT, 98, 95 and 3.1x. Version 1.5 can run on NT Terminal Server.

NetOp Instruct versions 1.5 and lower are mutually compatible but incompatible with NetOp Instruct versions 2.0 and higher.

1.3 Communication Devices

NetOp Instruct functionality relies upon sending data packets between networked computers. These communication devices (protocols) are supported:

TCP/IP (UDP)

Terminal Server

NetBIOS

IPX

Wireless

For further information about the communication profiles, see Advanced User's Manual, Communication Profile.

© 2007

1.4 Teaching Environment

Using NetOp Instruct, NetOp Instructor is running on some computers and NetOp Attendee is running on other computers on a network.

NetOp Instructor can run a named class and NetOp Attendees can connect to a named class to make a class with one Instructor and multiple Attendees.

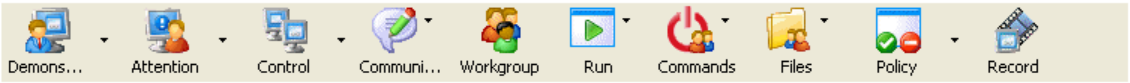
These options are available on the Attendee for connecting to a class:

Connect to Class <Class name>	If <Class name> is running, Attendees automatically connect to it. Otherwise, Attendees will be waiting for it.
Browse for Classes	Running classes are browsed for and displayed. Attendee users can select which class to connect to.
Be Available for Any Class	Attendees automatically connect to a running class of which they are a member. Instructors running a class can display available Attendees to enable instructors to connect or invite available Attendees to their class.
Use Class Server	Attendees connect to a NetOp Instruct Class Server running on the network. If their scheduled class is running, they become connected to it. Otherwise, they become waiting for it.

Depending on the type of teaching environment, one of these options is typically applied to all Attendees on the network.

See: Attendee - Options.

1.5 Teaching Actions



The instructor can execute these teaching actions on selected Attendees:

Demonstrate Button

Attention Button

Control Button

Communicate Button

Workgroup Button

Run Button

Commands Button

Files Button

Policy Button

Record Button

© 2007

1.6 Class Control Panel

The Instructor class control panel displays one of these views.

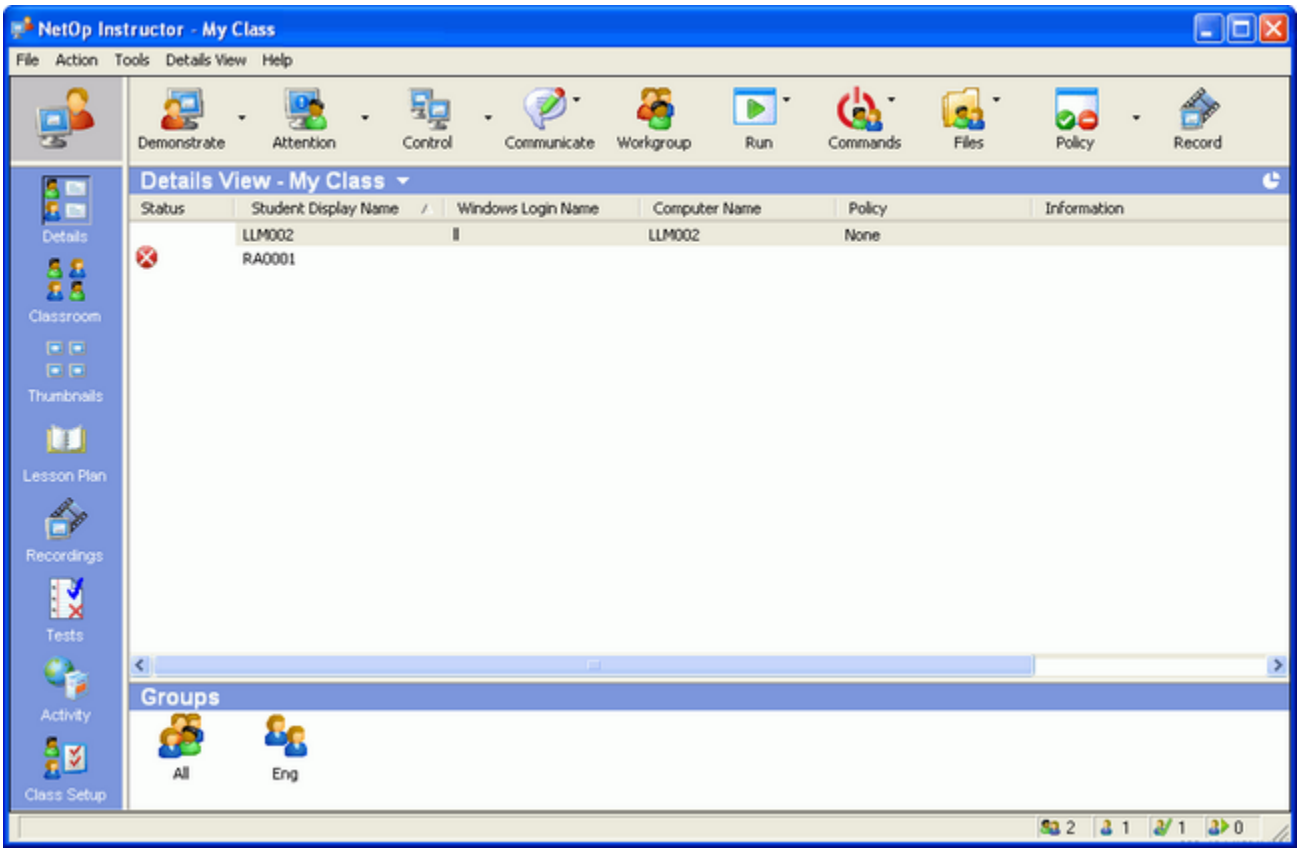
Use one of these views for selecting Attendees for teaching actions.

Details View, Classroom View, Thumbnail View

Use one of these views for their special purpose:

Lesson Plan View, Recordings View, , Tests View, Activity View, Class Setup View

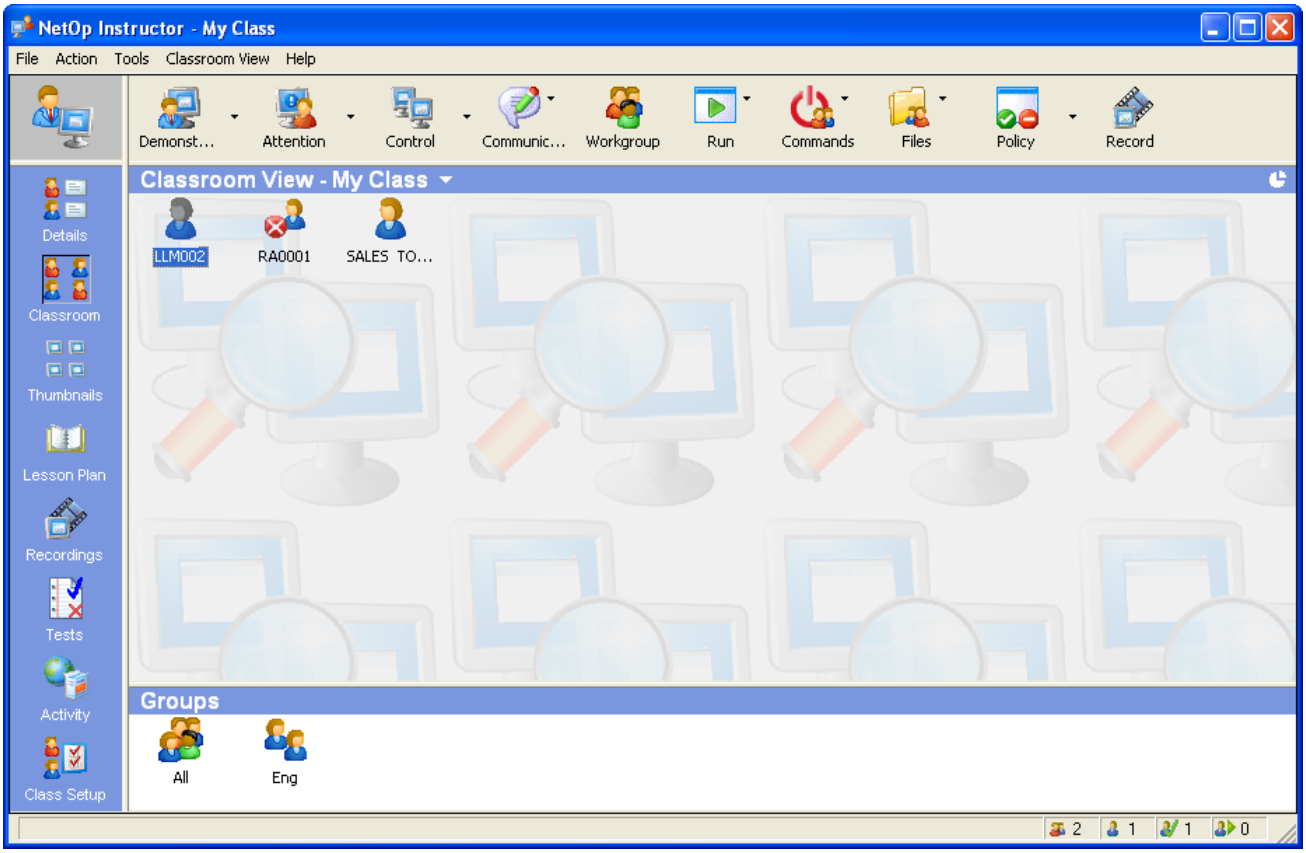
1.6.1 Details View



In Details View, Attendees are displayed as records with details in columns. All known or only presently connected Attendees can be displayed. Attendee groups are displayed in a ‘Groups’ pane.

© 2007

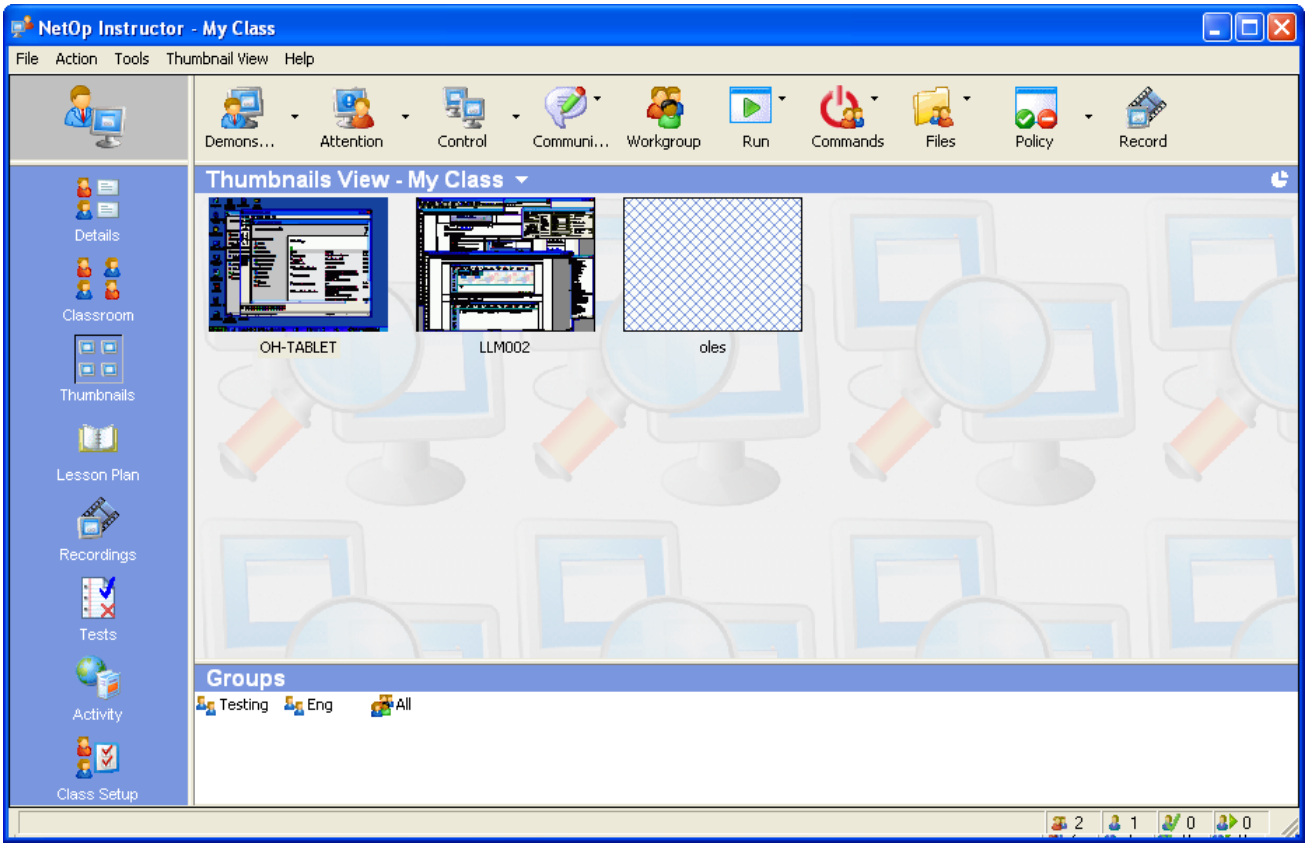
1.6.2 Classroom View



In Classroom View, Attendees are displayed as icons, optionally on a classroom layout image background. All known or only presently connected Attendees can be displayed. Attendee groups are displayed in a 'Groups' pane.

© 2007

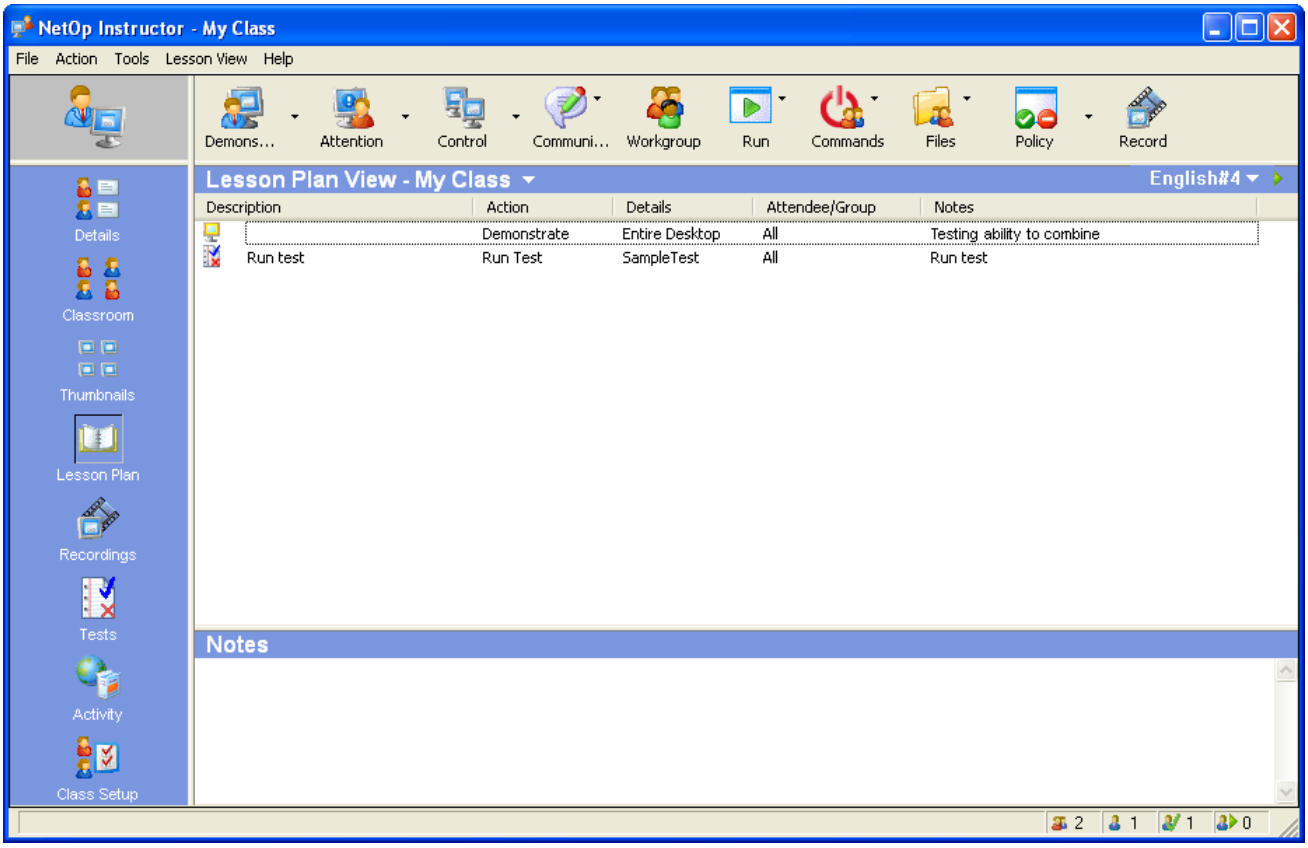
1.6.3 Thumbnail View



In Thumbnail View, Attendees are displayed as miniature images (thumbnails) of Attendee screens, optionally placed on a classroom layout image background. All known or only presently connected Attendees can be displayed. Attendee groups are displayed in a ‘Groups’ pane.

© 2007

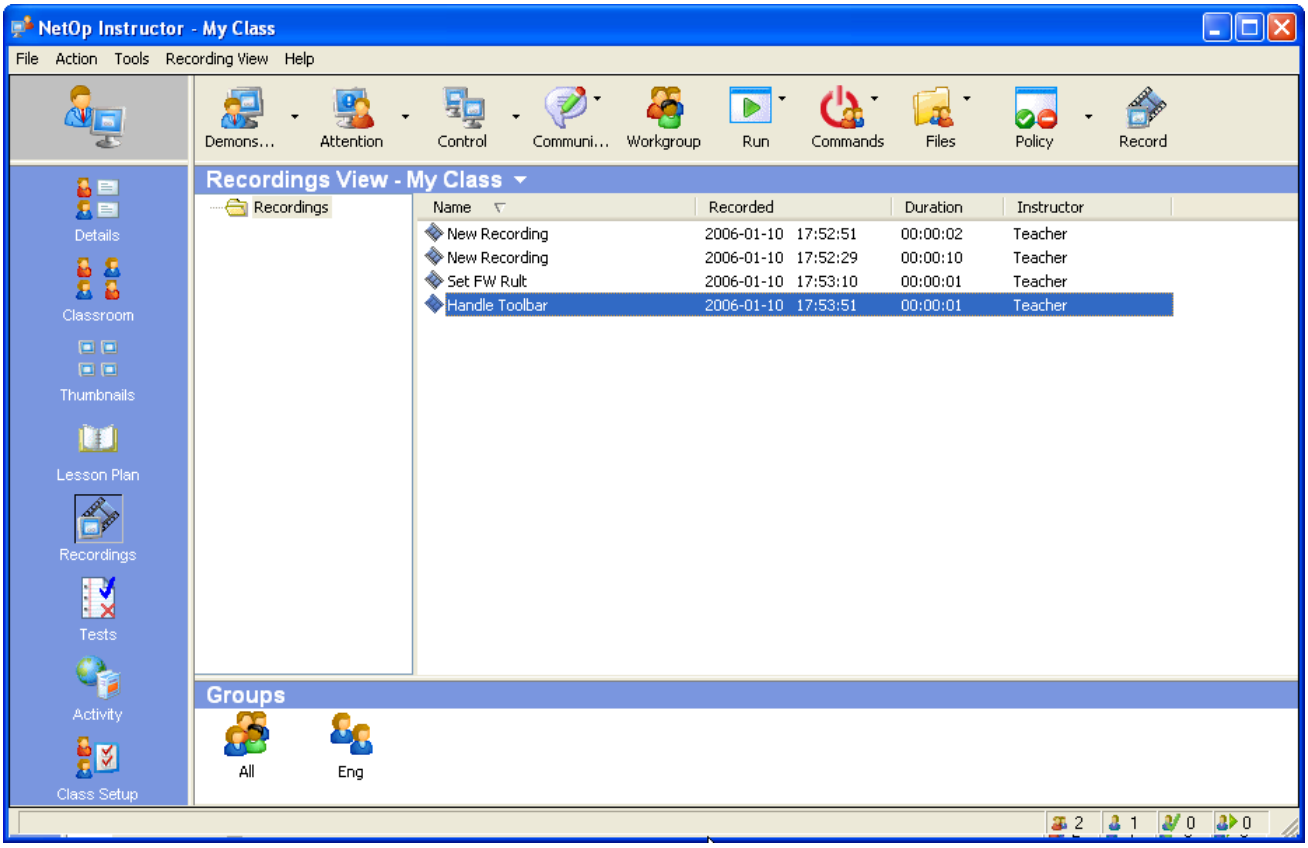
1.6.4 Lesson Plan View



In Lesson Plan View, a user prepared lesson plan with lesson actions and notes is displayed. A lesson action executes a specified teaching action with a selected Attendee or Attendee group. Lesson plans are prepared and executed in this view.

© 2007

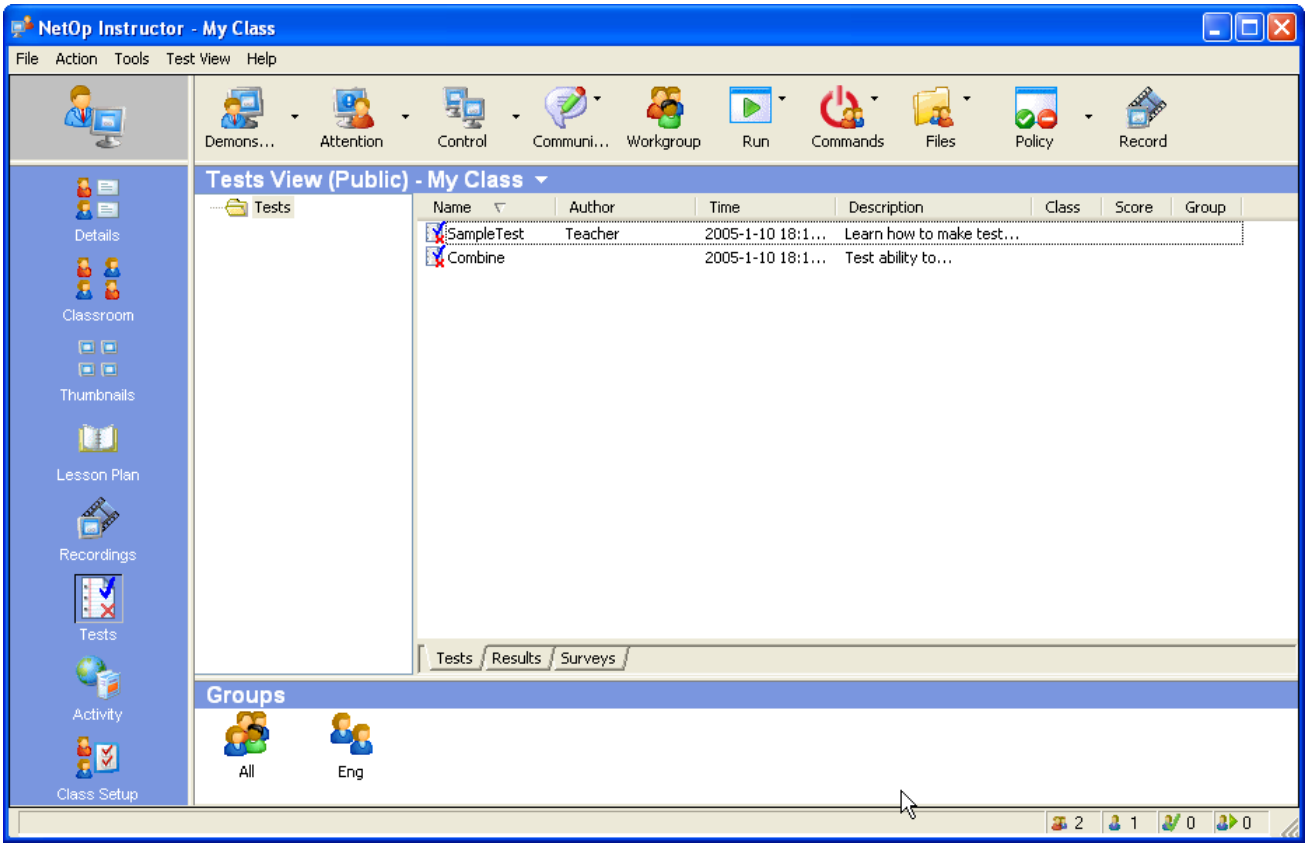
1.6.5 Recordings View



In Recordings View, Instructor desktop recordings or recordings of Attendees are displayed as records that can be organized in folders. Recordings can be played on the Instructor or distributed to connected Attendees in Attendee groups in the ‘Groups’ pane.

© 2007

1.6.6 Tests View

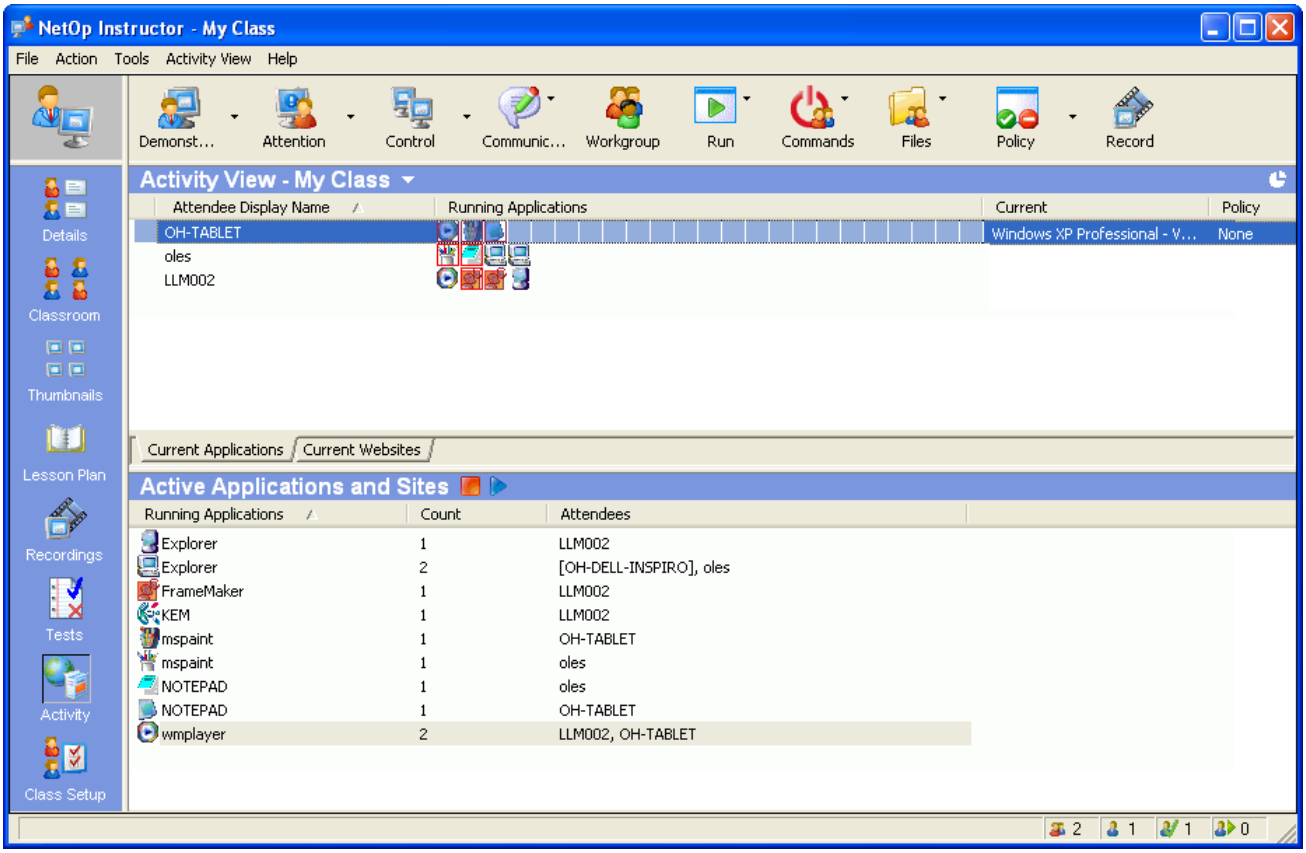


In Tests View, tests are displayed as records that can be organized in Public or Private folders. Create and edit the tests on the Instructor or run tests on the connected Attendees from this view.

See: Folders

© 2007

1.6.7 Activity View



In Activity View, the Attendees in your class and their running applications are listed. The top-half lists the Attendees and which applications or websites they are running. Two tabs offer a choice for viewing Applications or Websites. The bottom-half displays information in three columns:

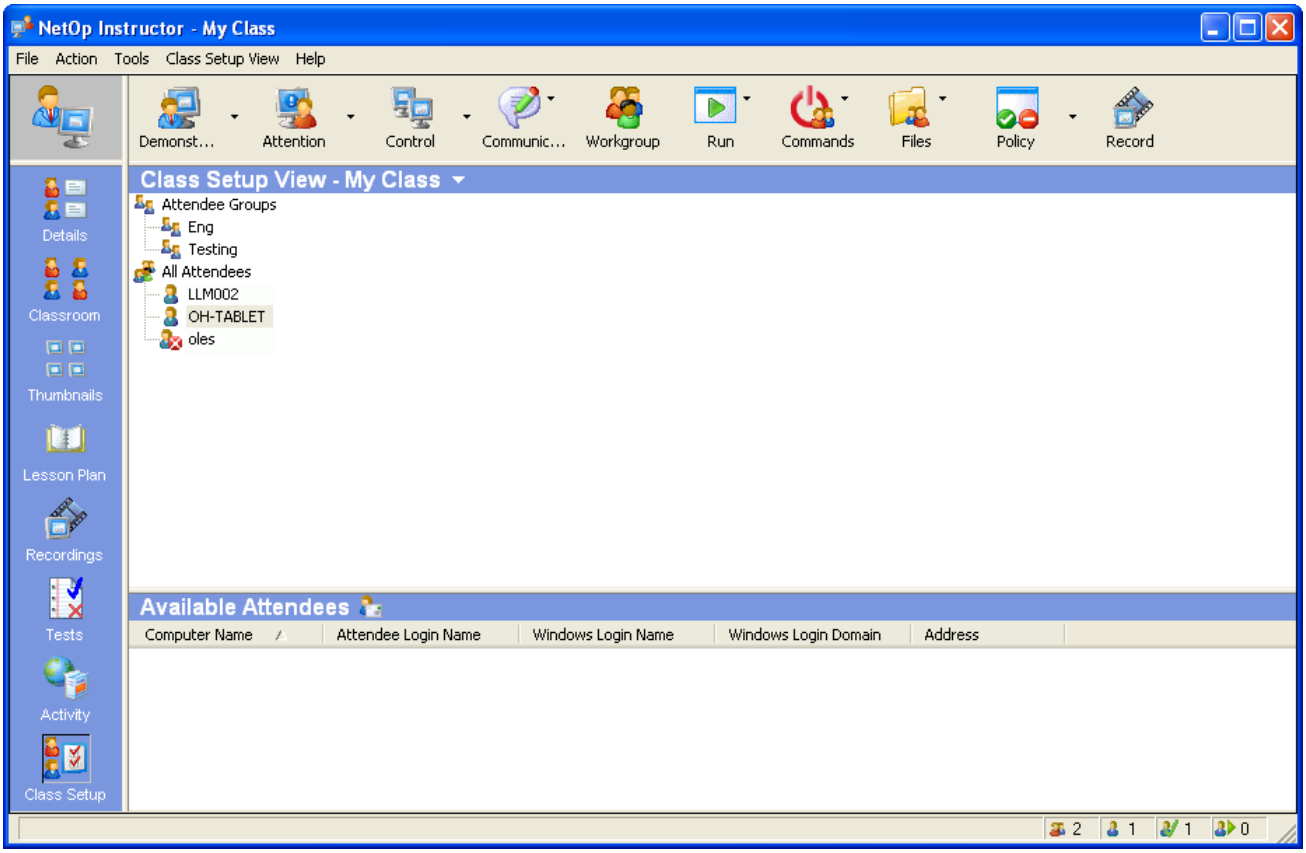
- Current Applications - listing a summary of running applications and websites. More identical names of the same application indicates that the same application is running in different versions.
- Count - listing how many Attendees are running this particular application.
- Attendees - listing the Attendees running the applications or websites.

In this View you can Close, Deny or Hide/Unhide any of the listed elements on either individual or all Attendees with a single click on the right-click menu.

See: Application History.

© 2007

1.6.8 Class Setup View



In Class Setup View, Attendees in a class can be managed individually to set up a class with members and Attendee groups. Use this view to e.g. activate computers by using the 'wake on LAN' feature. The Available Attendees pane can display Attendees that are available on the network for any class. The Instructor can connect available Attendees to the class or invite them into the class.

1.7 Security

NetOp Instruct security protects the teaching environment against accidental or unauthorized destructive actions. NetOp Instruct security does not protect other system resources, data and data transfer.

See: Connection Security, Instructor Security and Attendee Security

1.8 Attendee User Options

Generally, the class environment is characterized by the Instructor controlling the class and executing teaching actions on Attendees.

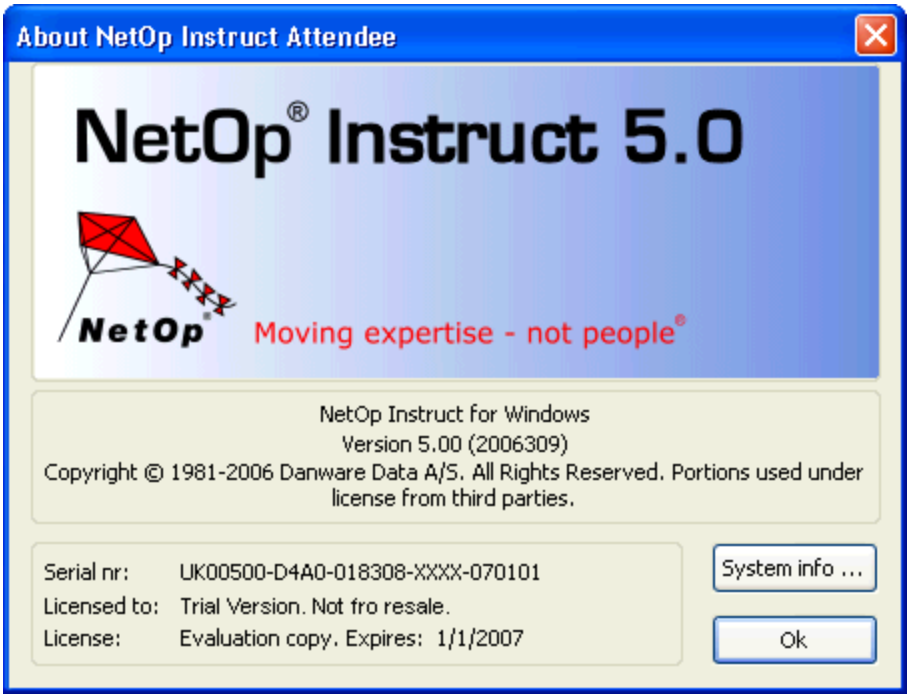
Attendee users can take part in and respond to interactive teaching actions.

Note: NetOp Attendee Help can be viewed from an Instructor remote controlling an Attendee.

See: Daily Use - Attendee and Demonstrate Toolbox - Attendee

© 2007

1.9 About NetOp Instructor

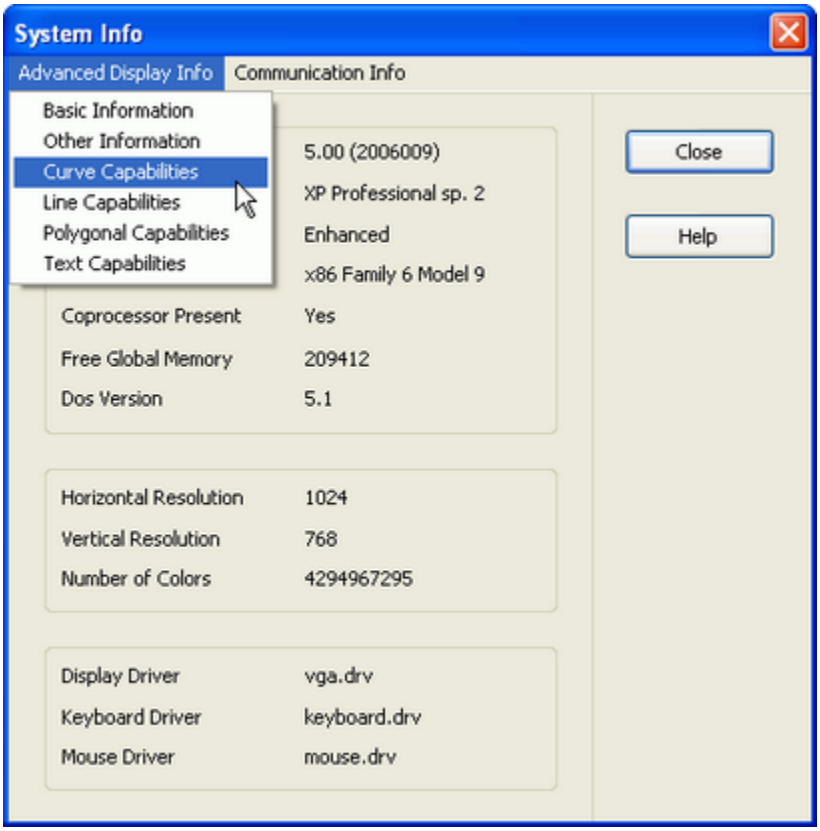

About NetOp Instruct Attendee
NetOp® Instruct 5.0
NetOp
Moving expertise - not people®
NetOp Instruct for Windows
Version 5.00 (2006309)
Copyright © 1981-2006 Danware Data A/S. All Rights Reserved. Portions used under license from third parties.
Serial nr: UK00500-D4A0-018308-XXXX-070101
Licensed to: Trial Version. Not fro resale.
License: Evaluation copy. Expires: 1/1/2007
System info ...
Ok

Check this window to see which version you are running and the serial number.

Click 'System Info' to learn about Advanced Display Info and Communication Info

© 2007

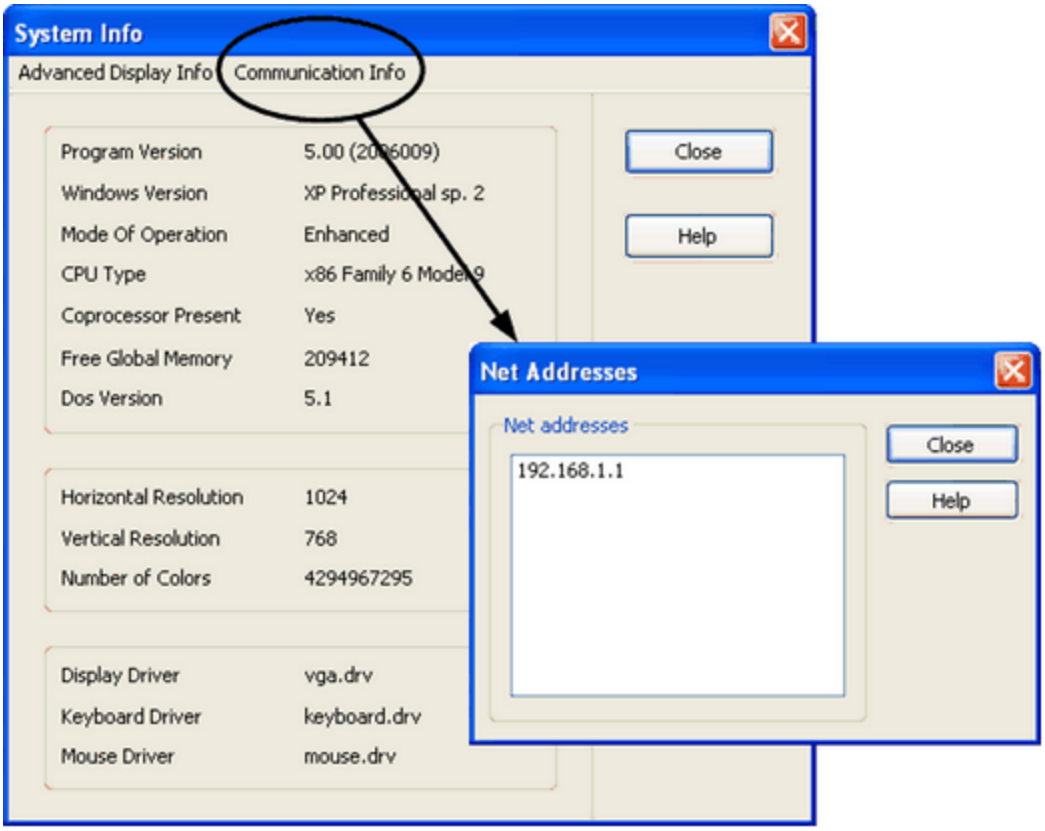
1.9.1 Advanced Display Info



See all Display Information here along with the Instructor computer's configuration.

© 2007

1.9.2 Communication Info



See IP Address.

See the Net Address (IP Address) of the Instructor computer.

2 Installation

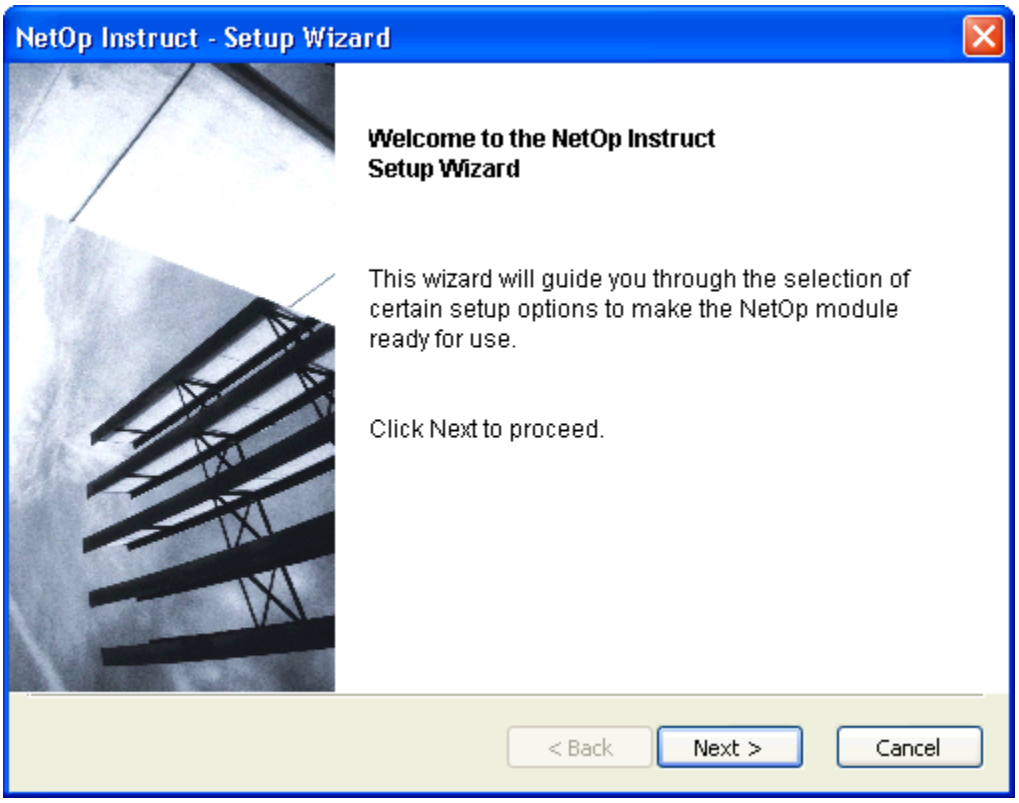
NetOp Instruct consists of two modules: The Instructor module which is installed on the Instructor's, teacher's or supervisor's computer and the Attendee module, which is installed on the computers that need to be part of the interactive classroom.

Insert the NetOp Instruct CD into a CD drive to display the main installation window on the screen. Select your language version and follow the on-screen instructions.

© 2007

2.1 Loading Attendee and Instructor modules

Once installed Click ‘Start’ and select Programs > NetOp Instruct > Attendee / Instructor to initially display the setup wizard window:


NetOp Instruct - Setup Wizard
Welcome to the NetOp Instruct Setup Wizard
This wizard will guide you through the selection of certain setup options to make the NetOp module ready for use.
Click Next to proceed.
< Back
Next >
Cancel

The setup wizard guides you through initial setup.

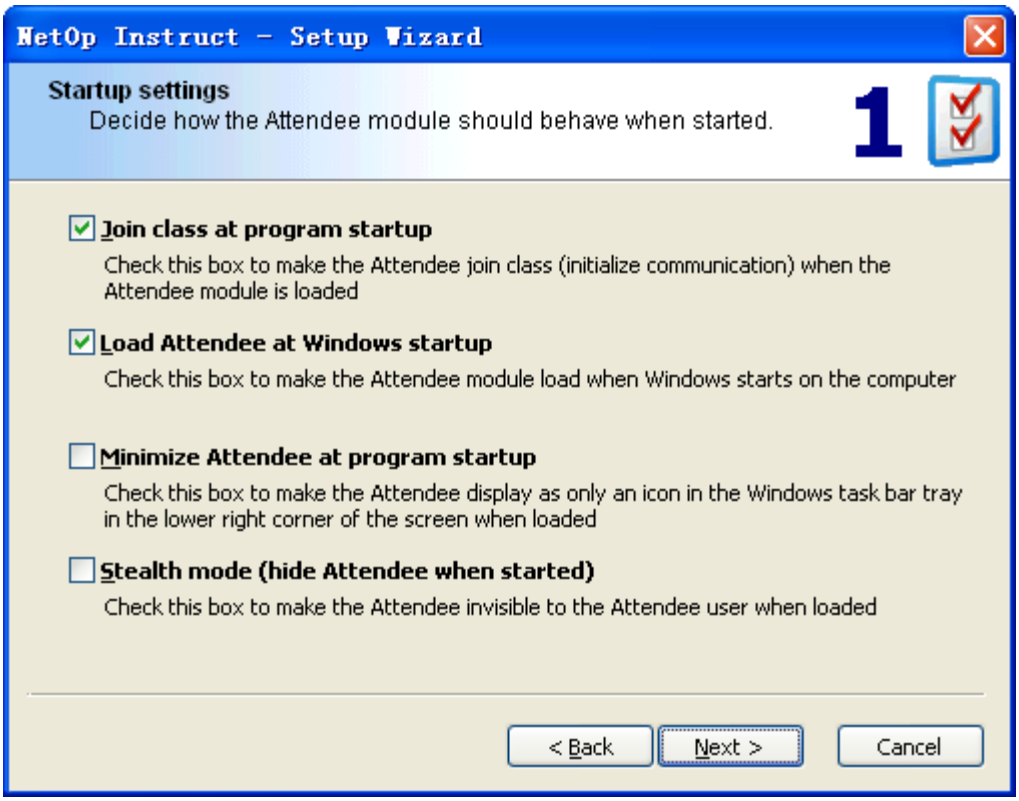
Note: Attendees and Instructor must use the same Classroom name and the same communication method (default My Class and TCP/IP).

When you finish the setup wizard the module will load with the settings you entered.

2.1.1 Loading Attendee - First Time

The 1-2-3-Wizard will help you help you to set up the Attendee module quickly:

© 2007

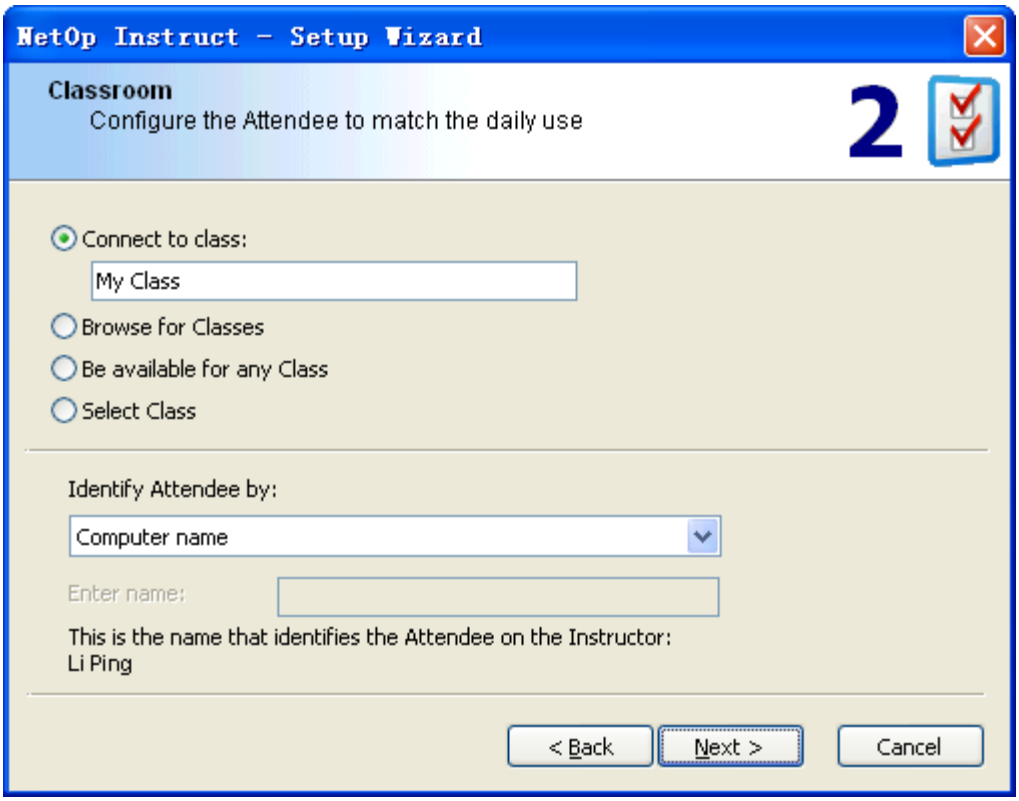

NetOp Instruct - Setup Wizard
Startup settings
Decide how the Attendee module should behave when started.
1
Join class at program startup
Check this box to make the Attendee join class (initialize communication) when the Attendee module is loaded
Load Attendee at Windows startup
Check this box to make the Attendee module load when Windows starts on the computer
Minimize Attendee at program startup
Check this box to make the Attendee display as only an icon in the Windows task bar tray in the lower right corner of the screen when loaded
Stealth mode (hide Attendee when started)
Check this box to make the Attendee invisible to the Attendee user when loaded
< Back
Next >
Cancel

Here you decide the Attendee behavior at start-up.

We recommend that you leave ‘Join class at program startup’ checked and at least one of the other options.

Note: If ‘Stealth’ is selected and you want to change the settings at a later stage see Changing Attendee Stealth Mode.

© 2007



In this screen, select Class connections method and how the Attendee

will be identified by the Instructor interface.

Firstly, select your preferred Attendee connection method:

- 'Connect to class' forces the Attendees to be part of a specific group (class). Note, that Attendee and Instructor 'Class Name' must be identical to enable connection.
- 'Browse for classes' allows the Attendees to choose between already started classes.
- 'Be available for any class' enables the Instructors to choose from a list of Attendees.

Secondly, from the drop-down list select the identifier that suits your setup the best.

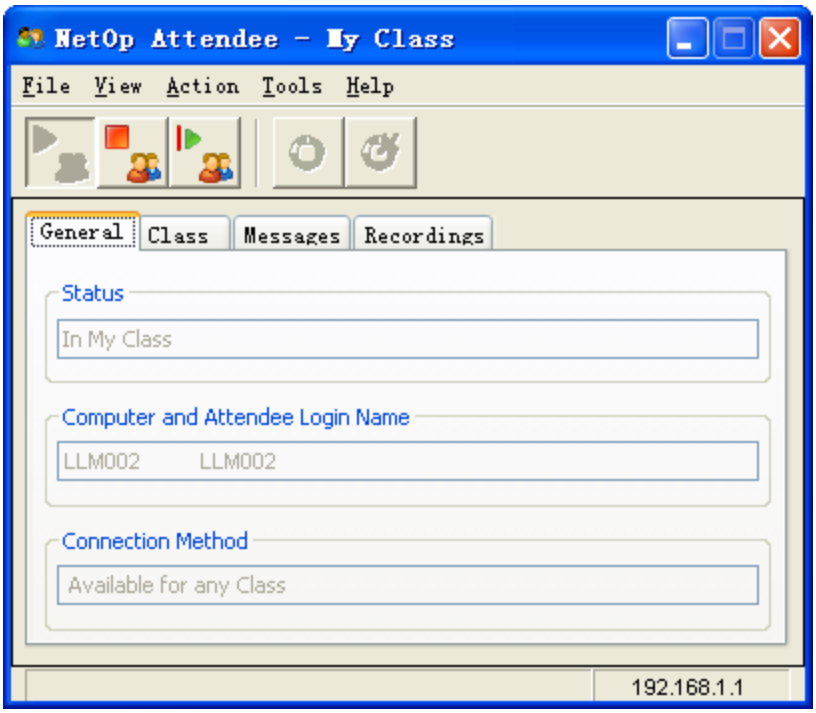
- 'Computer name' causes the Attendee computer's name to be listed on the Instructor's screen. This setup is practical if the computer-lab is used by many Attendees that share the computers.
- 'Windows login name' is especially useful if you need to identify who was logged on to a certain computer during e.g. a test.
- 'Prompt for login name' prompts the attendee to enter a name on connection and causes the Attendee user's name to be listed on the Instructor's screen. This is useful if attendees bring their own computers and the attendee names are known or if the classroom is virtual.

Hint: Usually 'Computer name', 'Windows login name' or 'Prompt for login name' will provide the Instructor with the best information.

To finalize the Setup Wizard, click 'Next' to the following screens - 'Communication profile' (use default setting (TCP/IP)) and 'Registration' screens.

Now you are ready to use NetOp Instruct Attendee. The default settings will cause this Attendee screen to be displayed:

© 2007

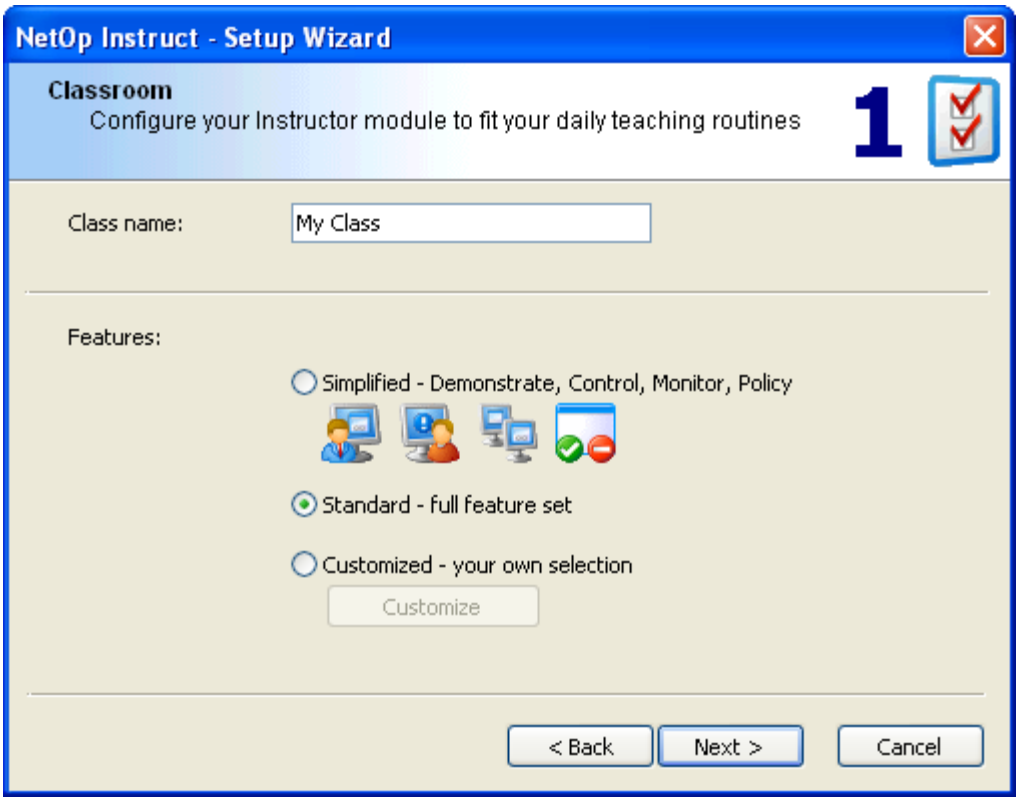


See: Daily Use - Attendee and Attendee Window

© 2007

2.1.2 Loading Instructor - First Time

The 1-2-3-Wizard will help you help you to set up the Instructor module quickly.



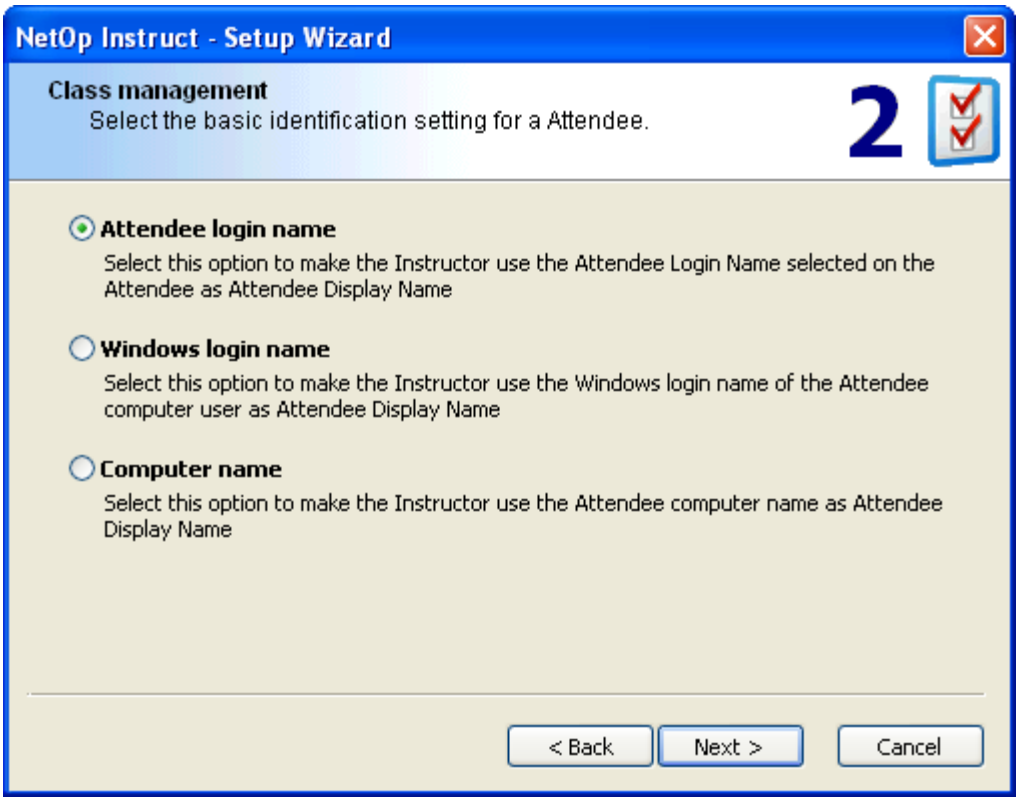
Follow these steps to set up your first class:

1. Enter the name of your first class. Note, that Attendee and Instructor 'Class Name' must be identical to enable connection.
2. Select which features that will be available to the Instructor.

- Default selection installs all the features of the Instructor module.
- 'Simplified' offers a limited set of features which gives basic functionality. The rest of the features can be added at a later stage from 'Options'.
- 'Customized' offers the possibility to decide exactly which features should be represented in the Instructor interface.

Note: You will be able to set up and add more classes in the Instructor interface under Tools > Options > Class.

© 2007


NetOp Instruct - Setup Wizard
Class management
Select the basic identification setting for a Attendee.
2
Attendee login name
Select this option to make the Instructor use the Attendee Login Name selected on the Attendee as Attendee Display Name
Windows login name
Select this option to make the Instructor use the Windows login name of the Attendee computer user as Attendee Display Name
Computer name
Select this option to make the Instructor use the Attendee computer name as Attendee Display Name
< Back
Next >
Cancel

Select the Attendee's primary identifier on the Instructor. The primary identifier is used as information on e.g. monitor screens.

Depending on the setup of the class make your selection.

☉ Attendee login name	Uses the identifier selected in the Attendee setup as primary display name on the Instructor.
❍ Windows login name	Uses the Windows login name as primary display name on the Instructor.
❍ Computer name	Uses the computer name as primary display name on the Instructor.

In a large corporation where the Attendees are placed all over the World, use of 'Windows login name' is recommended.

In a dedicated training room where several Attendees share the machines, use 'Computer name' or 'Prompt for Login'.

To finalize the Setup Wizard, click 'Next' to the following screens - 'Communication profile' (use default setting (TCP/IP)) and 'Registration' screens.

Now you are ready to use NetOp Instructor.

Note: It is always possible to run the Setup Wizard and change previous selections.

© 2007

3 Daily Use - Instructor

The following chapter takes you through a wide variety of everyday tasks.

See: A Typical Lesson, Manage Classroom, Designing Tests and Copy Instructor to Removable Media

3.1 A Typical Lesson

The daily tasks of an anstructor or a trainer vary a lot. Normally, they will follow a pattern like preparation, delivery of material and assistance of attendees during the computerized lesson.

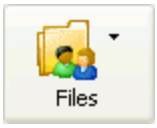
Recent studies have revealed that Instructors and teachers spend approximately 25% of their computer time for preparation, which typically implies planning and creating educational material and lesson plans. Afterwards, the material must be distributed to each Attendee computer to make the classroom ready for teaching.

The next sections introduces you the most common tasks.

See: Distribute Files, Gain Attention, Run, Demonstrate, Collect Files,

Assisting Attendees, Audio/Video Chat, Chat, Send Message and Controlling Attendees

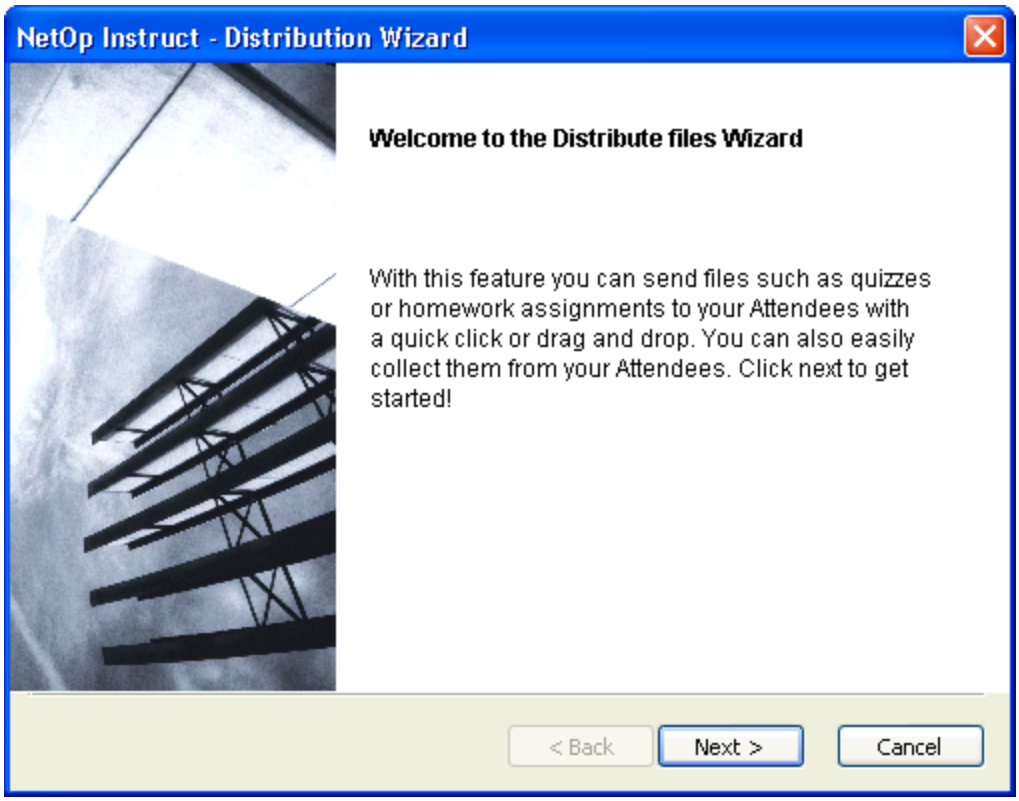
3.1.1 Distribute Files



Documents and assignments can be distributed and collected from all attendee computers at the touch of a button. And attendees can place homework in designated folders for easy collection – far simpler than receiving floppy disks or e-mails from each attendee.

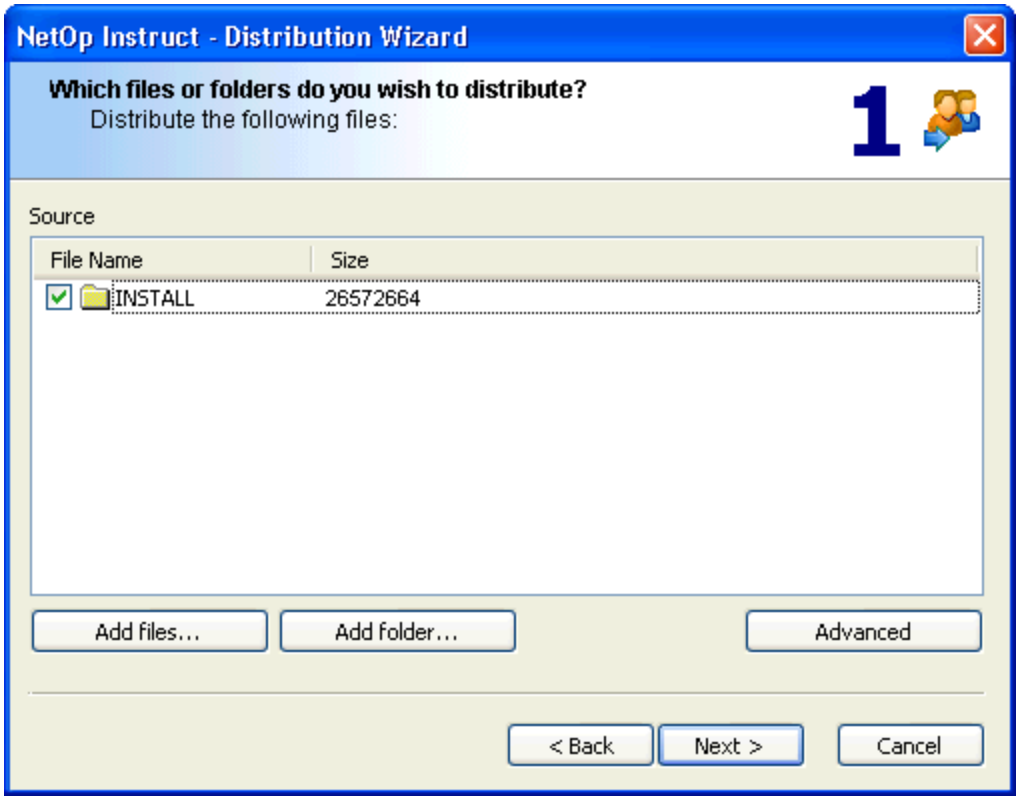
1. Select Attendees and click the tool bar ‘Files’ button to display the ‘Files’ submenu.
2. Select ‘Distribute Files’ to start the ‘Distribute Files Wizard’ (or to be presented with a Distribute window for the same purpose.):

© 2007


NetOp Instruct - Distribution Wizard
Welcome to the Distribute files Wizard
With this feature you can send files such as quizzes or homework assignments to your Attendees with a quick click or drag and drop. You can also easily collect them from your Attendees. Click next to get started!
< Back
Next >
Cancel

Note: The wizard comes in a Distribute and a Collect version.

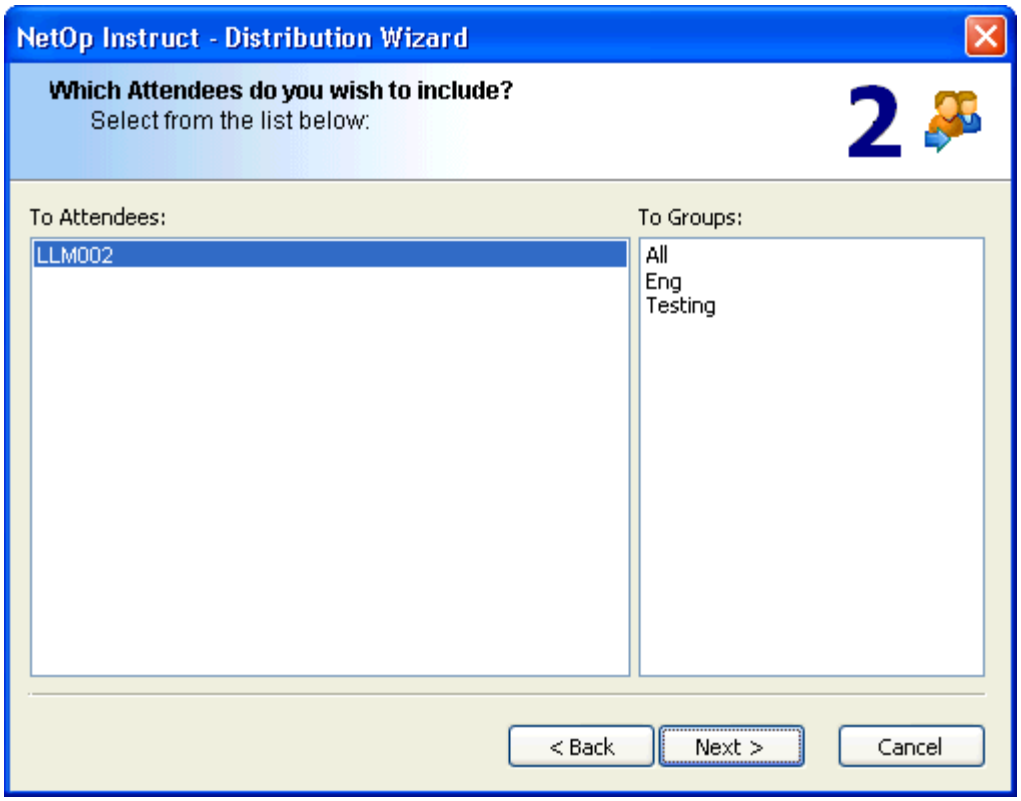
© 2007



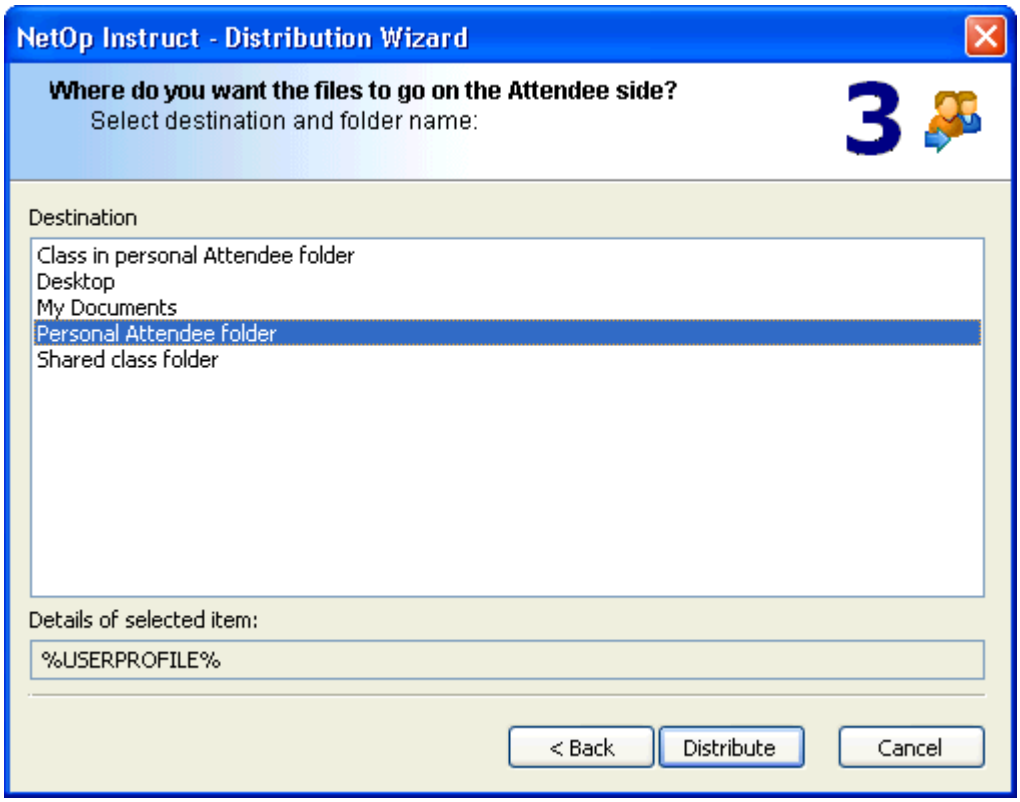
3. Add files or folders to be sent to the attendees. Click 'Add files...' or 'Add folder...' to open Window Explorer. Once files or folders have been selected, click 'Next >'. Click 'Advanced' to open the 'File Distribute' window (see Collect Files to learn how it works).

Click this to open the Distribute Window (or Collect Window).

© 2007

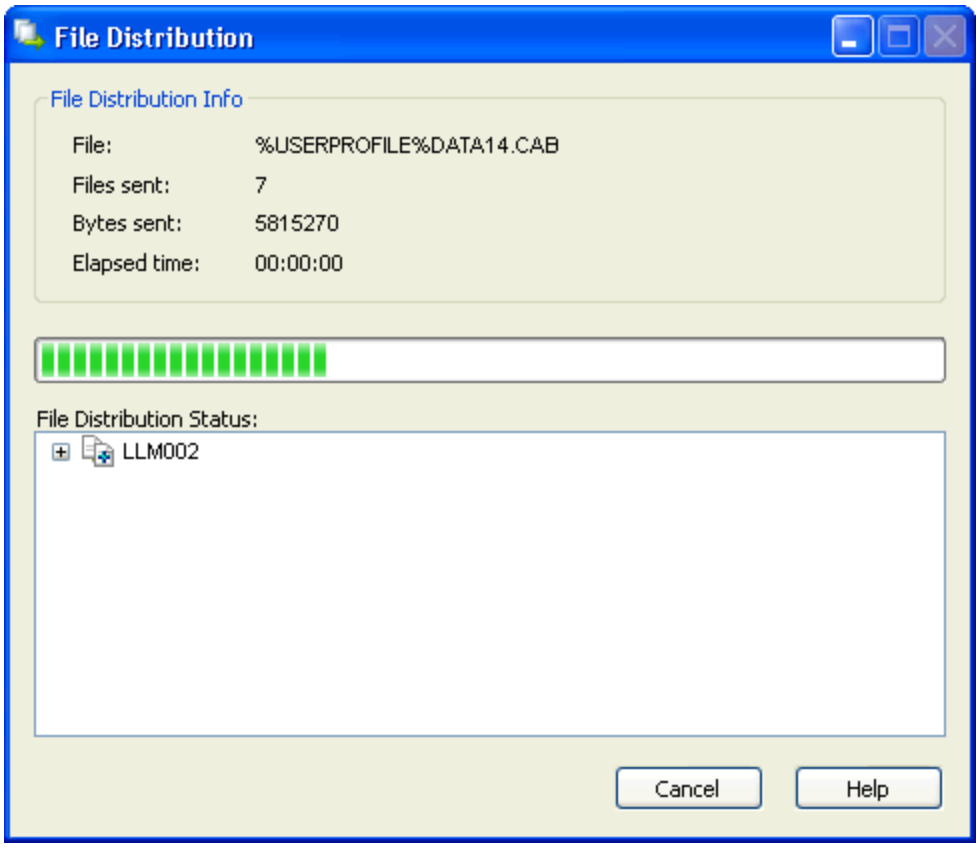


4. Select attendees or groups and click 'Next >'.



© 2007

5. Select the destination on the selected attendees' or groups' computers and click 'Distribute'.



6. Monitor the file transfer. Double-click the attendee to verify the destination. The green status bar indicates how much of the selected file(s) or folder have been distributed to the attendees or groups.

7. Now the attendees have received the files.

See: Collect Files, File Management and Select Destination

© 2007

3.1.2 Gain Attention

A vital part of an Instructor's or teacher's job is to make sure that the attendees are focused. The following sections describes ways of gaining attention.

The chosen attention screen locks all selected Attendee computers.

Before you can use the different ways of gaining attention, you must define the methods. This is done in the Options.

Use 'Text' to write short texts to the attendees.

Follow these steps:
1. Open Options and select '8 Text'.
2. Enter a short text, e.g. 'The test starts at 0900 hrs.'
3. Click 'Ok' - 'Text' now is the default attention method.

Use bitmaps to communicate short messages to the attendees in a more creative way than 'Text' does.

Follow these steps:
1. Distribute the bitmap to all Attendees (consider creating a folder on all Attendees named 'attendee bitmaps'). See Files Button.
2. When the bitmap has been distributed, select '8Bitmap' in the Options window.
3. Enter the exact location including the file name of the bitmap on the Attendee computer.
4. Click 'Ok' - 'Bitmap' now is the default attention method.

Note: Remember that the bitmap has to be present on the Attendee computers. Only bitmaps (.bmp) can be shown.

If you need to give more information than a single line, consider using the 'Text file'. Follow these steps:

1. Open Options and select '8 Text File'.
2. Browse to the text file on your computer or network.
3. Click 'Ok' - 'Text File' now is the default attention method.

Note: The text can only have a length of 255 characters. If you need more text, create an html file and use 'Web'.

Use 'Web' if a larger text has to read by the attendees, e.g. a test-instruction or a website. Follow these steps:

1. Locate the html-document on your own web-server or an external web-site. Copy the address to your clipboard.
2. Open Options and select '8 Web'.
3. Paste or write the web-address in the field.
4. Click 'Ok' - 'Web' now is the default attention method.

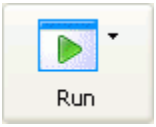
Note: All types of address will work, e.g. 'help.netop.com/knowledge.htm'.

Hint: It is possible to select one, some or all present Attendee computers.

See: Attention Button and Options - Attention

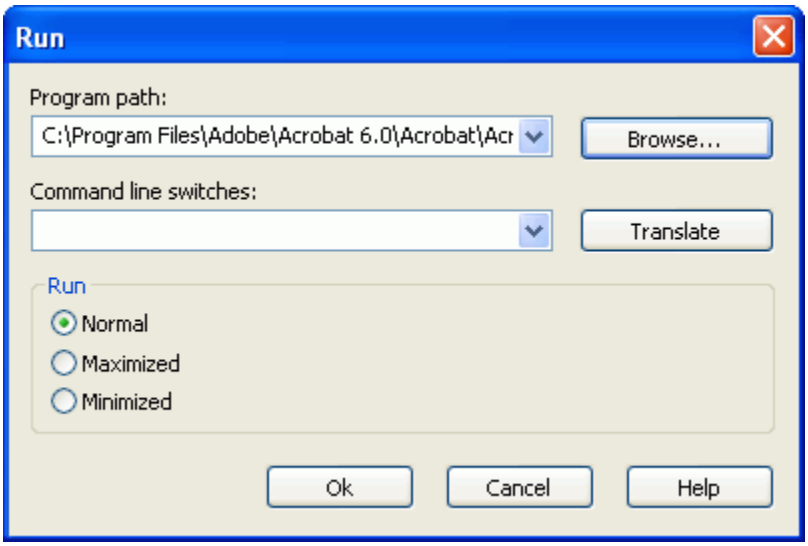
© 2007

3.1.3 Run



Selecting the 'Run' command gives you the possibility to run tests, surveys, documents or even programs on the selected Attendees' computers. These can be prepared in advance. A program could be a spreadsheet like MS Excel or a text editor like MS Word.

Follow these steps to run a test on a selected group of Attendees:



1. Select attendees.
2. Click the down-arrow and select 'Run test'.
3. A selection menu opens which contains all the tests in the Tests View
4. Make your selection and the test starts simultaneously on all connected Attendee computers.

Hint: Your tests are portable. Develop your tests at home, save them to a USB-key and use it on another computer. See Copy Instructor to Removable Media

To start a specific program simultaneously on all Attendee computers.

Follow these steps to run a program on a selected group of Attendees:
1. From e.g. the 'Details View' select the Attendee computers.
2. Click the Run button. The menu opens.
3. Select the type of action - 'Run Program'.
4. Browse to the program you want to launch on the Attendee computers - or enter a web-page address.
5. Click 'Ok' and the program opens.

Note: In order to start programs on the Attendee computers the programs have to be installed in the same place. If the Instructor - and Attendee computers have differences, NetOp Instruct allows you to 'translate' the program path. Translating a path usually solves cross-platform between e.g. Windows NT and Windows XP.

While the attendees are working we recommend monitoring attendee progression by using 'Thumbnail View'.

See: Options - Run, Run Test, Designing Tests and Thumbnail View

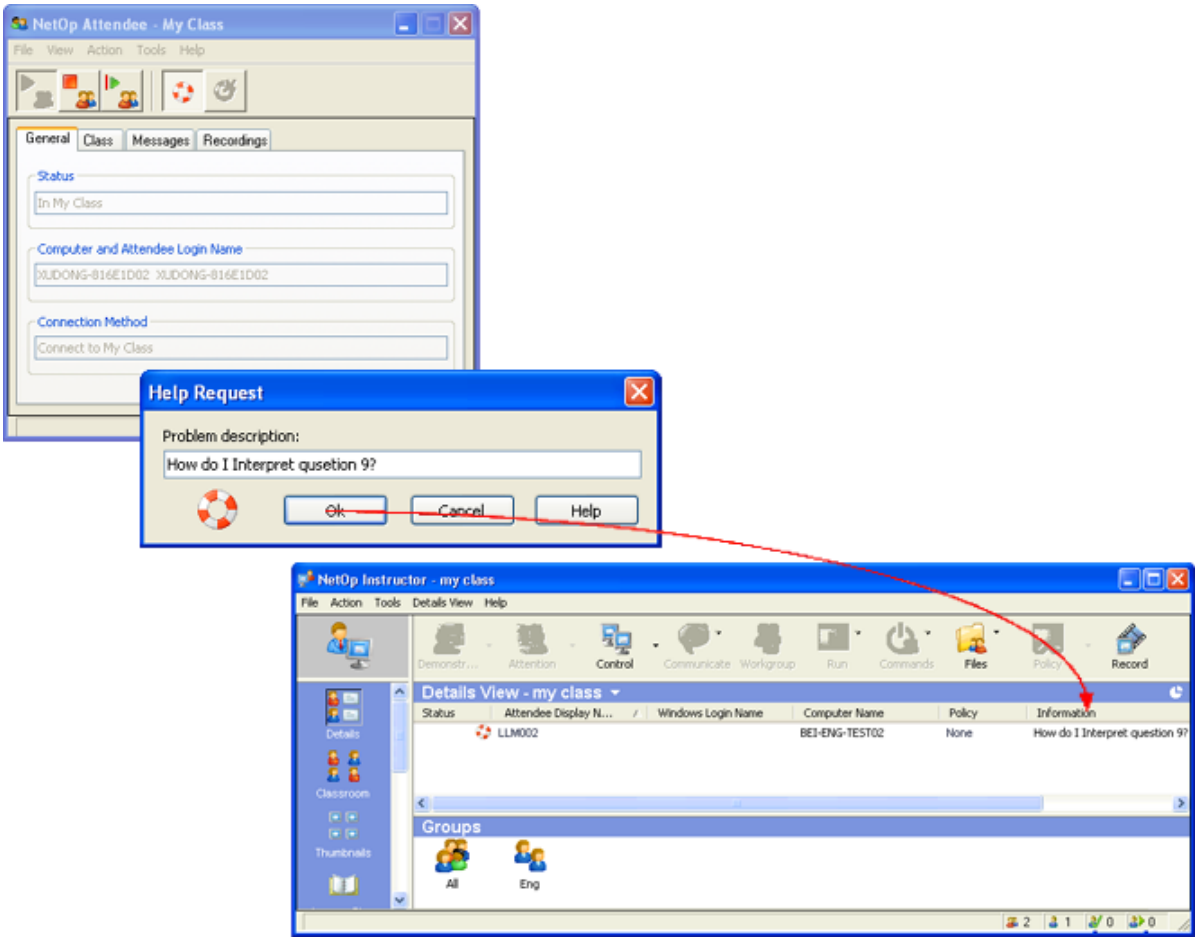
© 2007

3.1.4 Assisting Attendees

Once in a while an attendee needs help. NetOp Instruct offers more ways of assistance, e.g. Demonstrate, Audio/Video Chat, Chat and Send Message.

The instructor can start a communication session at any time.

The attendee can request help - the instructor then selects a communication method.



Combine the audio or written communication alternatives with the Control options. This gives you the opportunity to see what the attendee is struggling with and to give written or oral help simultaneously.

Hint: When running different sessions the Instructor module (like illustrated above) is hidden. If an attendee requests help you will be notified by a sound and by a lifebuoy in the system tray.

See: Demonstrate, Audio/Video Chat, Chat, Send Message and Communication

© 2007

3.1.5 Demonstrate

Demonstrating is by far the most used method. NetOp Instruct offers a number of ways to show what you are doing on your desktop, showing movies or playing audio. If an attendee has an input for your demonstration, simply hand over the control of your computer. In the following some of the possibilities are described.

By default, all activity on your desktop will be displayed on the selected Attendee computers when clicking this button. Furthermore, their keyboard and mouse will be locked.

See: Demonstrate Toolbox - Attendee.

A movie is a powerful way to support your teaching. Videos are broadcasted to all Attendees simultaneously, and the replay function is controlled the instructor's computer. Films can be paused at any time, and attendee workstations can be locked to enhance concentration.

Follow these steps:

1. Select Attendees and click the tool bar 'Demonstrate' down arrow button to display the 'Demonstrate' submenu.
2. Select Media file and "movie" from the drop-down menu (default sample movie). After a preparation time, the movie is ready for playback on the Attendees. A 'Instructor Control' toolbox with play control buttons is displayed on the Instructor screen.
3. Click the 'Start' button to run the movie and 'Stop Demo' button to stop the movie demonstration session.

You can record a small 'movie' of your work, i.e. 'How to change the font in Word'.

Follow these steps:

1. Prepare what you are going to record and rehearse it.
2. Click Record to record the activity on your screen.
3. To end the session, click End Record on the Recording Control toolbar.

The recording is complete. And you are ready to assist your Attendees.

4. Click Demonstrate > Options.
5. In Recording, click Browse to select the recording. Unless you have defined another location, NetOp Instruct always uses its default directory.
6. Click 'Ok'.

The recording has now been selected.

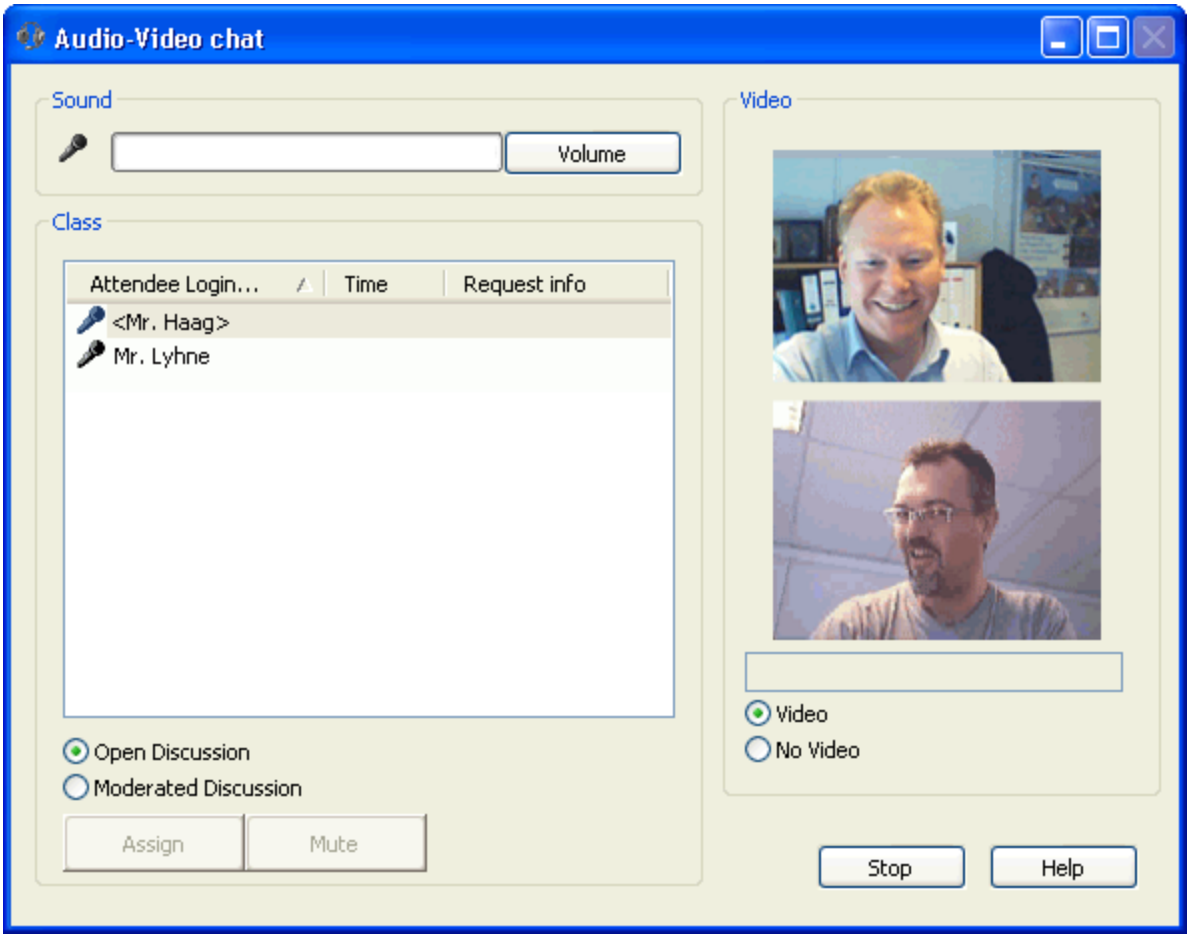
7. Click Demonstrate > Recording.
8. Select the file - it is displayed to all selected Attendees.

Hint: To allow Attendees to raise their hand, go to Demonstrate - Other options and check Launch Toolbox.

See: Demonstrate Button, Record Button.

© 2007

3.1.6 Audio/Video Chat



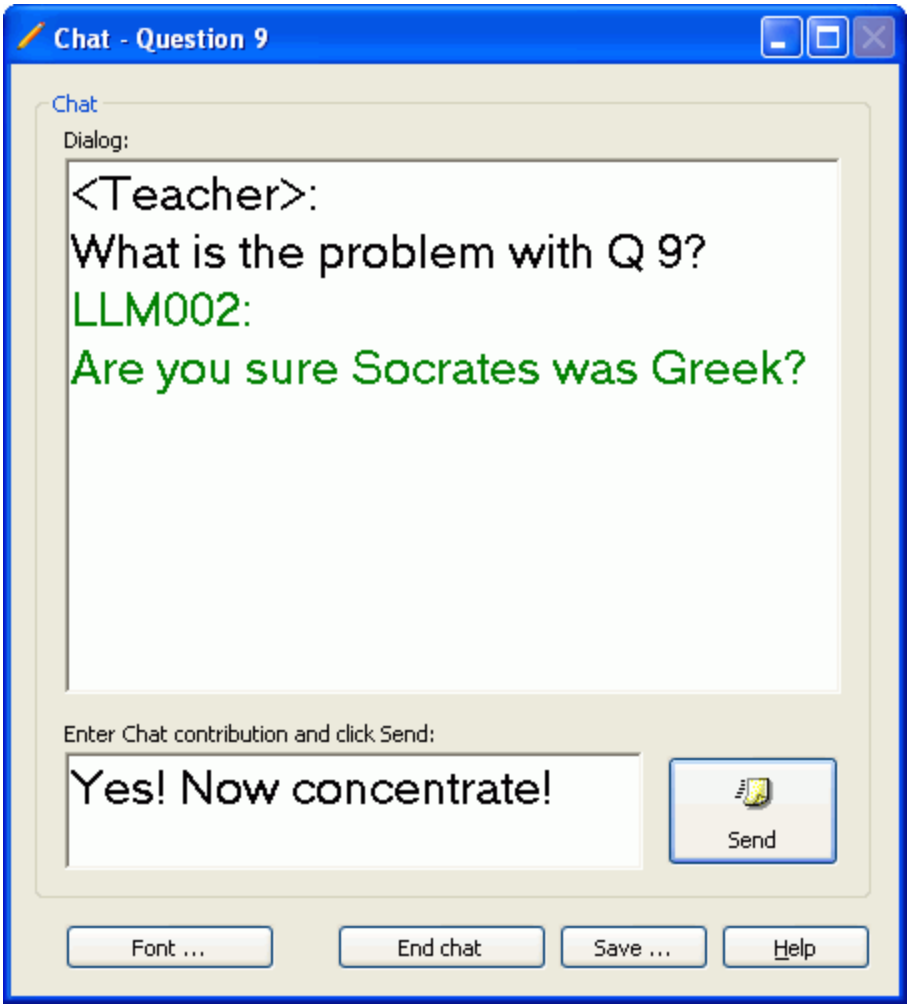
Usually an Attendee requests help. In the Details View a life belt appears next to the Attendee (and in the Tray) and the Information column shows the text entered by the Attendee:

1. Select the Attendee.
2. Select Communicate > Audio Chat.
3. Select either Open Discussion or Moderated Discussion

See: Options - Audio-Video Chat, Video Conferencing, Options - Control and Communication

© 2007

3.1.7 Chat



Follow these steps when an attendee requests help:

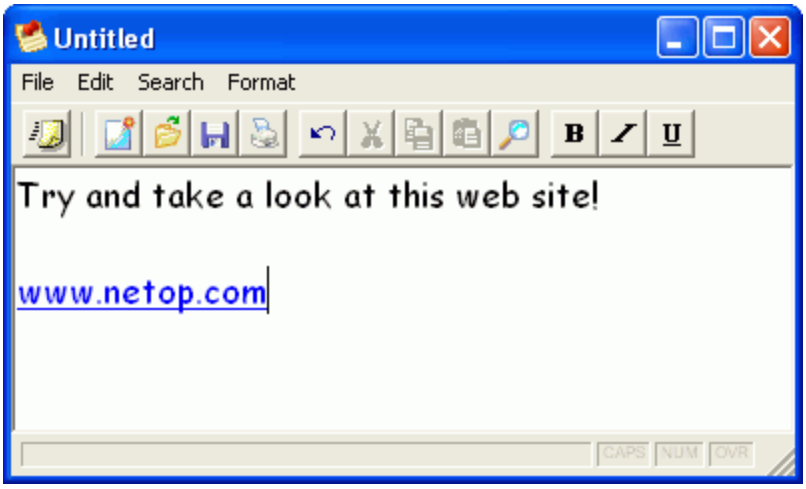
1. Select the attendee (or attendees) from one of the views.
2. Click Communicate and select Chat.
3. The chat window opens and you and the attendee(s) are ready to chat.
4. If the chat is important, both instructor and attendee are able to save it for later use.

Note: Assigning other attendees during the chat-session is not possible.

See: Chat and Options - Control

© 2007

3.1.8 Send Message



Follow these steps to use Message to give short instructions or hints to an attendee:
1. Select the attendee from one of the views.
2. Click Communicate and select Message.
3. Enter the text and click Send.

Note: Only the instructor can send a message. The attendee can save it. The message can contain dynamic links to websites. Links are created on the fly - no need for formatting.

See: Message and Options - Control

3.1.9 Controlling Attendees

A major task of an instructor is to follow the progress of the attendees. NetOp Instruct offers a number of ways to do so.

There are several reasons to monitor or control the attendees:
- First of all to keep them on track.
- Secondly, to be able to offer help quickly.
- Thirdly, if attendees have Internet access the instructor can see whether the attendee is looking at the expected sites or not.

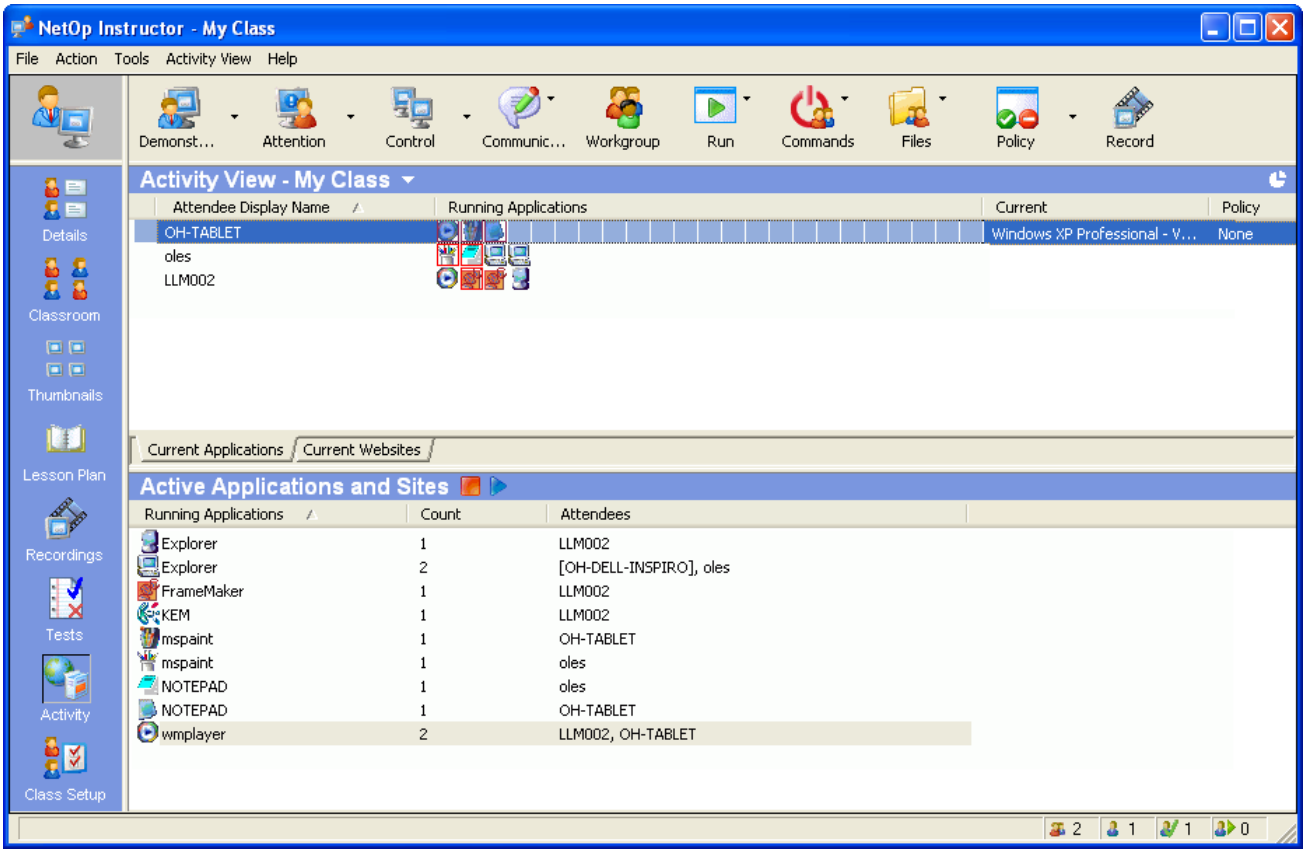
To limit the attendees' ability to open applications, go to unwanted webpages etc., you can create and apply policies to govern correct behavior.

See: Observe Class Activity, Monitoring - Cycling Screens, Monitoring - Thumbnails and Create Policy

© 2007

3.1.9.1 Observe Class Activity

The Instructor allows you to see the entire class' activities in just one view. The Activity View not only provides you with the ability to observe the individual Attendee and the entire class in a glance, it also lets you intervene, both on the individual Attendee as well as on the entire class.


NetOp Instructor - My Class
File Action Tools Activity View Help
Demonst... Attention Control Communic... Workgroup Run Commands Files Policy Record
Details Classroom Thumbnails Lesson Plan Recordings Tests Activity Class Setup
Activity View - My Class
Attendee Display Name Running Applications Current Policy
OH-TABLET Windows XP Professional - V... None
oles
LLM002
Current Applications Current Websites
Active Applications and Sites
Running Applications Count Attendees
Explorer 1 LLM002
Explorer 2 [OH-DELL-INSPIRO], oles
FrameMaker 1 LLM002
KEM 1 LLM002
mspaint 1 OH-TABLET
mspaint 1 oles
NOTEPAD 1 oles
NOTEPAD 1 OH-TABLET
wmplayer 2 LLM002, OH-TABLET
2 1 1 0

Top half

Individual overview and control. Bottom half: Application and Internet site overview and control.

Only applications that have active windows on the desktop are listed. Go to the Task Manager to see all running applications.

Bottom half

To populate the Activity View and start the activity control, click the blue arrow.

Click the orange square to stop the activity control and clean the view.

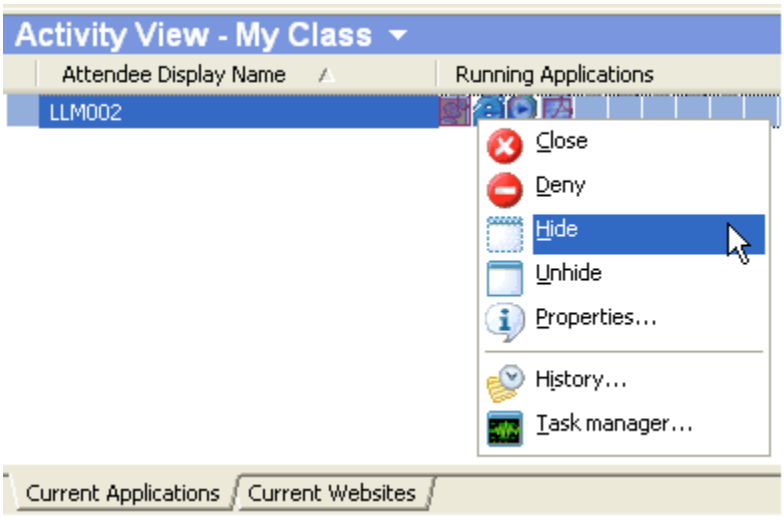
See: Class Activity View and Active Applications and Sites

© 2007

3.1.9.1.1 Class Activity View

The top half of the Activity View lists all active Attendee computers, which applications and websites they are running and which one is currently active. Two tabs offer a choice for viewing Applications or Websites. Finally, it shows if the selected Attendee is ruled by a policy.

Hide Program from Attendee



Follow these steps:

1. Place your mouse on the application icon of the program you want to hide from the attendee.
2. Right-click the application and select 'Hide'.
3. The application disappears from the Attendee user-interface.
4. Reinstate the hidden application by right-clicking the icon of the hidden application and select 'Unhide'.

Note: The hidden program is removed (but not closed) from the desktop of the Attendee. The reinstated program returns unaltered.

See: Activity View Menu

© 2007

3.1.9.1.2 Active Applications and Sites

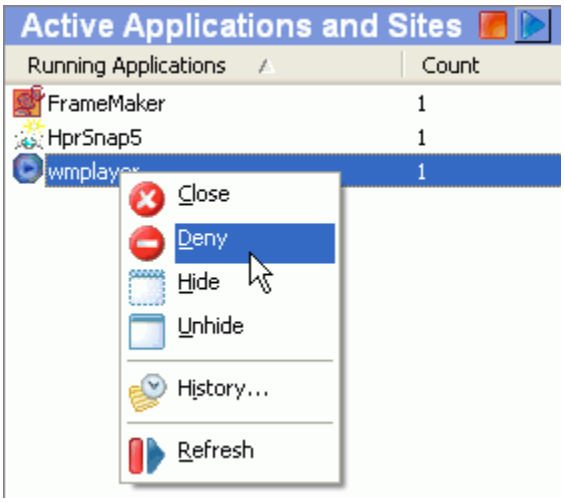
The lower half of the Activity View lists all the different active applications and, if the Internet is used, which sites are active.

If more Attendees are using the same program (same version and same OS-platform) only one icon will be listed but the number of attendees appears beside it as well as the name(s) of the user(s).

Where the Class Activity View control options deal with only one Attendee, the Active Applications and Sites lets you control which applications are allowed to run on all the Attendee computers connected to the class.

Deny a Program on all Attendees

Denying a program - either in Active Applications and Sites or on the individual Attendee - acts as a temporary policy.



Follow these steps:
1. Select the application you want to prevent Attendees to use.
2. Right-click the application and select 'Deny'.
3. The application disappears from all connected Attendee user-interfaces.
4. Reinstate the denied application by selecting Policy > Allow All.

Note: Applying a temporary policy for an application or website only works for the duration of the class. Once the Attendee leaves the class, the policy does not work any longer. Neither will the temporary policy (= deny) be saved.

We recommend to use 'Hide' if Attendees are supposed to use the application at a later stage in the lesson.

See: Hide Program from Attendee, Create Policy and Activity View Menu

© 2007

3.1.9.2 Monitoring - Cycling Screens

One way of monitoring Attendees is to view the screens of selected Attendees one at a time at a given interval. The interval is set under ‘Options’.

The default action clicking this button is ‘Remote control’. To monitor Attendees instead, click the down-arrow button and select ‘Monitor Attendees’. To have monitoring as the default selection, go to ‘Options’ and set the default control action button to ‘Monitor Attendees’.

While monitoring the Attendee computers, a control box appears.

Typical Monitor Actions

Toggle (switch) to remote control.

Print Attendee screen to Instructor. Copy text or pictures to the Attendee computer’s clipboard and paste it into your own text.

Record Attendee activity.

The results are saved in ‘Recordings View’ on the Instructor.

Transfer the sound of the remote computer to be replayed via your own audio equipment, e.g. for listening to attendees practicing languages

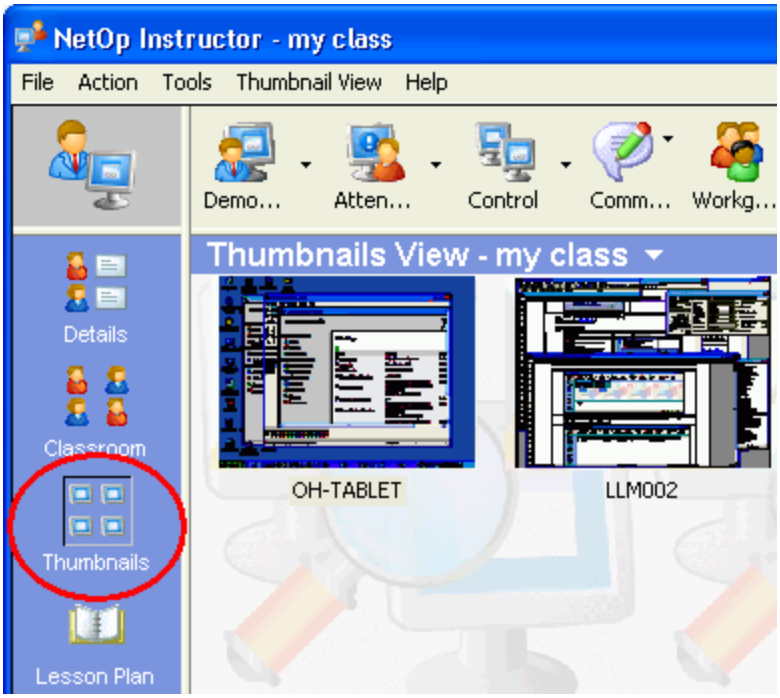
Click ‘Pause’ to enable sound transfer by clicking the now activated ‘Transfer sound’ button.

Control list.

Temporarily suspend automatic cycling by selecting a specific Attendee computer from the list for monitoring.

© 2007

3.1.9.3 Monitoring - Thumbnails



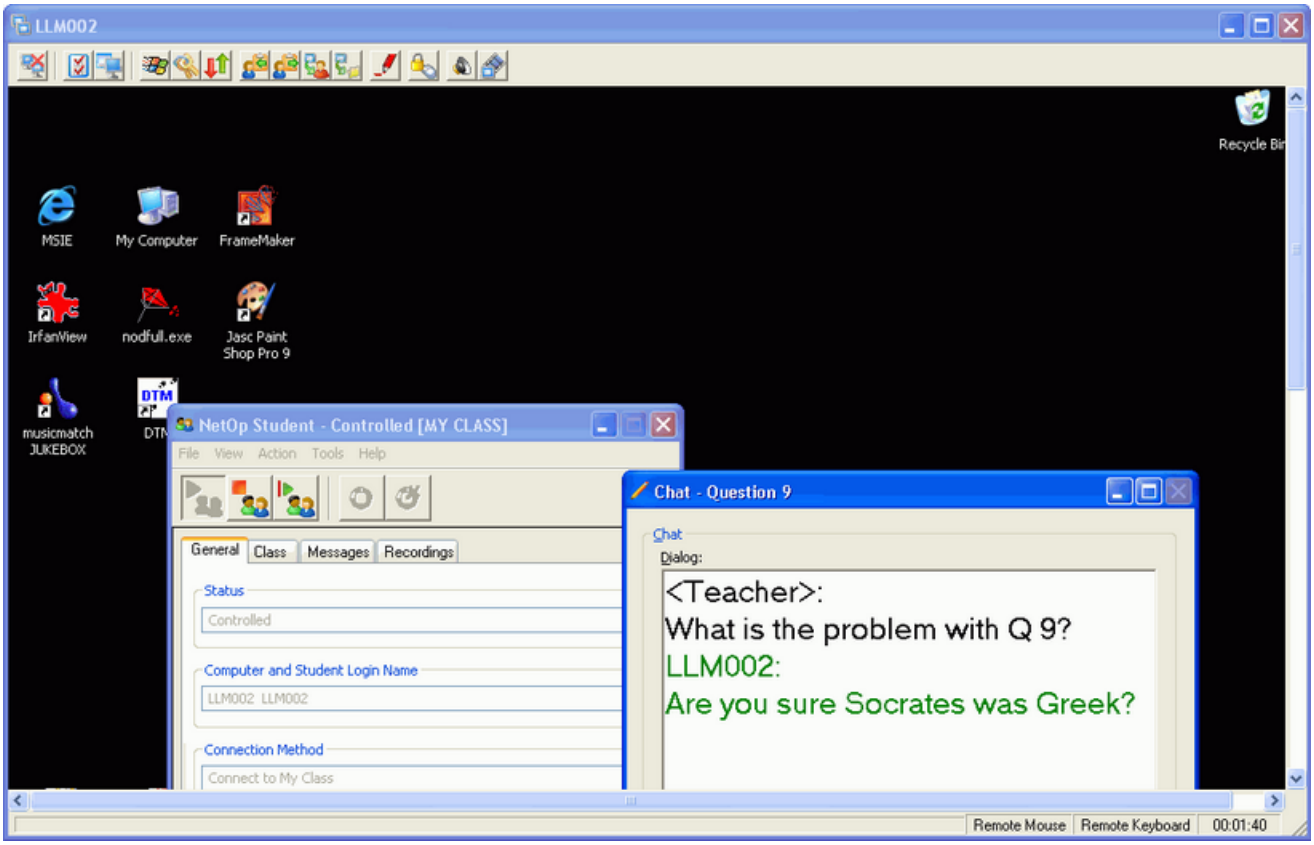
The thumbnail view gives a quick overview of all Attendee activity. It is very easy to spot if an Attendee works on a wrong page or is not making any progress.

To follow an Attendee more closely, double-click the Attendee Thumbnail. This causes the Attendee to be 'remote controlled'.

See: Remote Control, Communicate Button, Create Policy and Options - Control

© 2007

3.1.9.4 Remote Control



Remote controlled Attendee on the Instructor's screen. Note the control menu bar and the Attendee's status.

Remote controlling an attendee means that you can work on the Attendee computer as if you were sitting in front of it.

As can be seen in the screenshot above the Instructor now has control of an Attendee's computer. The name 'LLM002' and the toolbar at the top with all the controls as well as the 'Remote Mouse' and 'Remote Keyboard' tells you that this is the display of an attendee's computer.

By default the Attendee and the Instructor share the keyboard control. Attendee control can be prevented by clicking the 'Lock keyboard' button in the toolbar.

Typical Remote Actions

Restart the Attendee computer.

Clipboard from Attendee to Instructor.

Transfers the present content of the Attendee's clipboard to the Instructor's clipboard.

Print screen to Instructor.

Take a snap-shot of the Attendee screen. The screen image is transferred automatically to the Instructor's clipboard.

See: Remote Control Action Bar

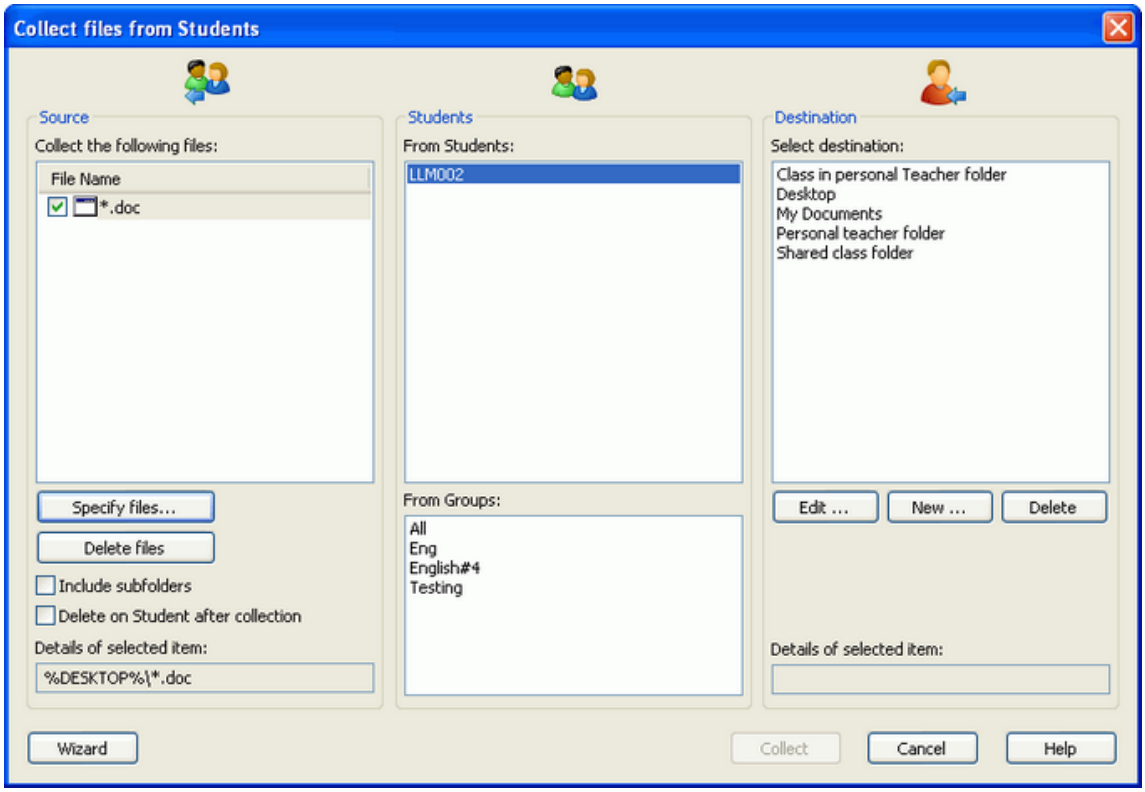
© 2007

3.1.10 Collect Files

If you previously distributed material using Distribute Files, now is the time to collect the changed material from the attendees.

Follow these steps:

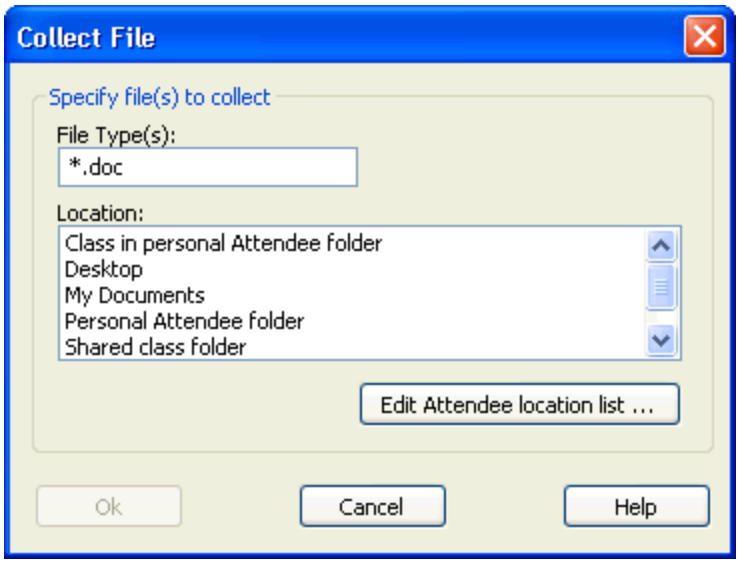
1. Select Attendees and click the tool bar 'Files' button to display the 'Files' submenu.
2. Select 'Collect Files' to display this window (or to be presented with a Wizard for the same purpose):



Note: If files or folders were previously distributed to attendees during the session, the 'Source' section pane displays records of the distributed files or folders. To collect only recently distributed files, make no changes in the 'Source' section. Verify your selection of attendees. Change selection if necessary.

3. In the 'Collect...' pane, click 'Specify files...'.

© 2007



4. A mask can be used to collect files with different names, e.g. '*.doc' to collect all Word documents or a specific file, e.g. 'Budget.xls', from the selected location. Enter the filename in the 'Mask' field and select the location, e.g. 'Desktop'.
5. In the 'Destination' section pane, select one of the default Instructor file locations, e.g. My Documents which is often the Instructor's home drive.
6. Click 'Collect'. The 'Collect Files from Attendees' window is replaced by the 'File Collection' window that displays the collection results.
7. Click 'Ok' to close the 'File Collection' window.
8. The files are saved in a folder with the name of each attendee, which is automatically created on the Instructor computer.

Note: To avoid large amounts of files to be collected from the Attendee computers either enter the filename + file extension or at least the file extension.

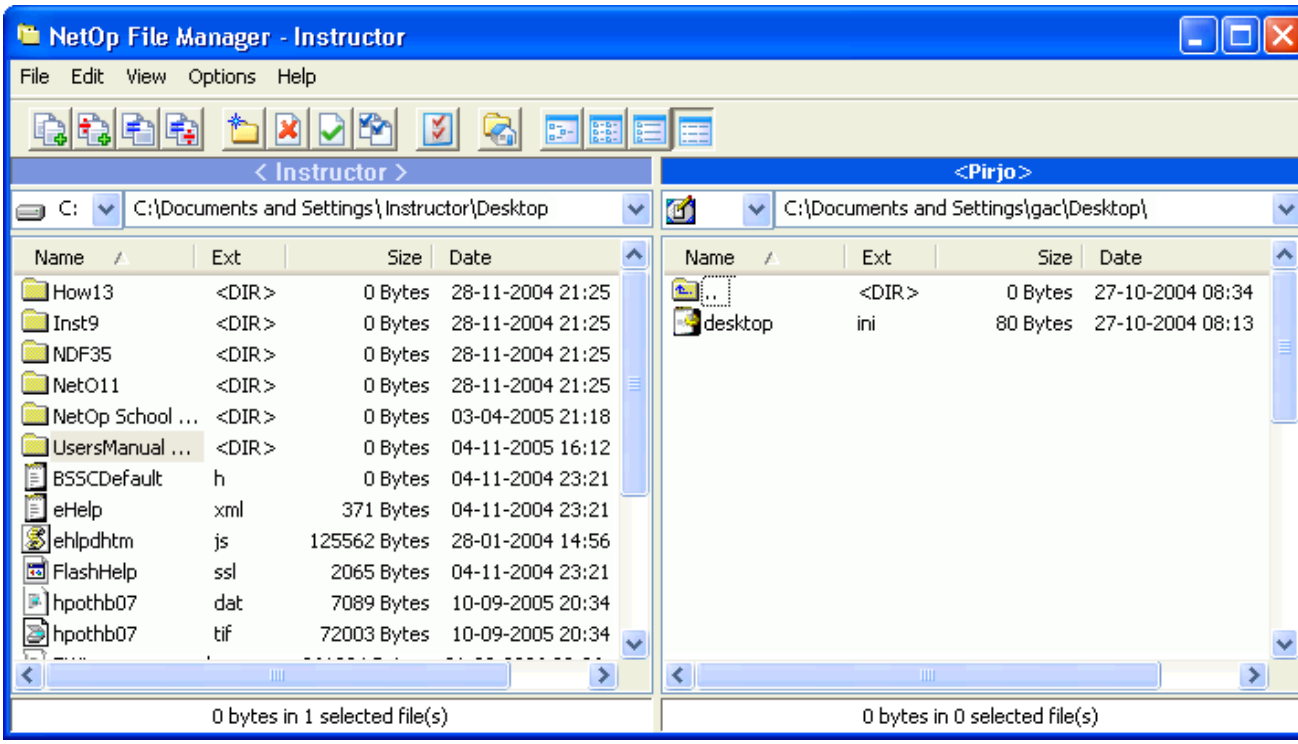
See: Collect Window, File Management, Distribute Files and File Manager

© 2007

3.1.10.1 File Management

This option allows the Instructor to view and manage a selected Attendee's disk-drives.

1. Select an attendee.
2. Click Files > File Manager


NetOp File Manager - Instructor
File Edit View Options Help
< Instructor >
<Pirjo>
C:
C:\Documents and Settings\Instructor\Desktop
C:\Documents and Settings\gac\Desktop\
Name Ext Size Date
How13 <DIR> 0 Bytes 28-11-2004 21:25
Inst9 <DIR> 0 Bytes 28-11-2004 21:25
NDF35 <DIR> 0 Bytes 28-11-2004 21:25
NetO11 <DIR> 0 Bytes 28-11-2004 21:25
NetOp School ... <DIR> 0 Bytes 03-04-2005 21:18
UsersManual ... <DIR> 0 Bytes 04-11-2005 16:12
BSSCDefault h 0 Bytes 04-11-2004 23:21
eHelp xml 371 Bytes 04-11-2004 23:21
ehlpdhtm js 125562 Bytes 28-01-2004 14:56
FlashHelp ssl 2065 Bytes 04-11-2004 23:21
hpothb07 dat 7089 Bytes 10-09-2005 20:34
hpothb07 tif 72003 Bytes 10-09-2005 20:34
Name Ext Size Date
... <DIR> 0 Bytes 27-10-2004 08:34
desktop ini 80 Bytes 27-10-2004 08:13
0 bytes in 1 selected file(s)
0 bytes in 0 selected file(s)

3. Select the source file or folder (on either side of the window).
4. Select the type of action from the icons (move your mouse across them to get tool-tips) or select the action from the 'File' menu. To copy a file or a folder, just use drag-and-drop.

See: File Manager and Distribute Files

Note: Take care with the commands 'Synchronize' and 'Delete'. Pay attention to the direction!

3.1.11 Lesson Plan

Part of creating a course is to plan in advance which pictures, movies, audio clips that the attendees have to be presented to during a lesson.

See: Create Lesson Plan, Create Lesson Actions, Selecting Lessons, Manage Lessons and Running an Action

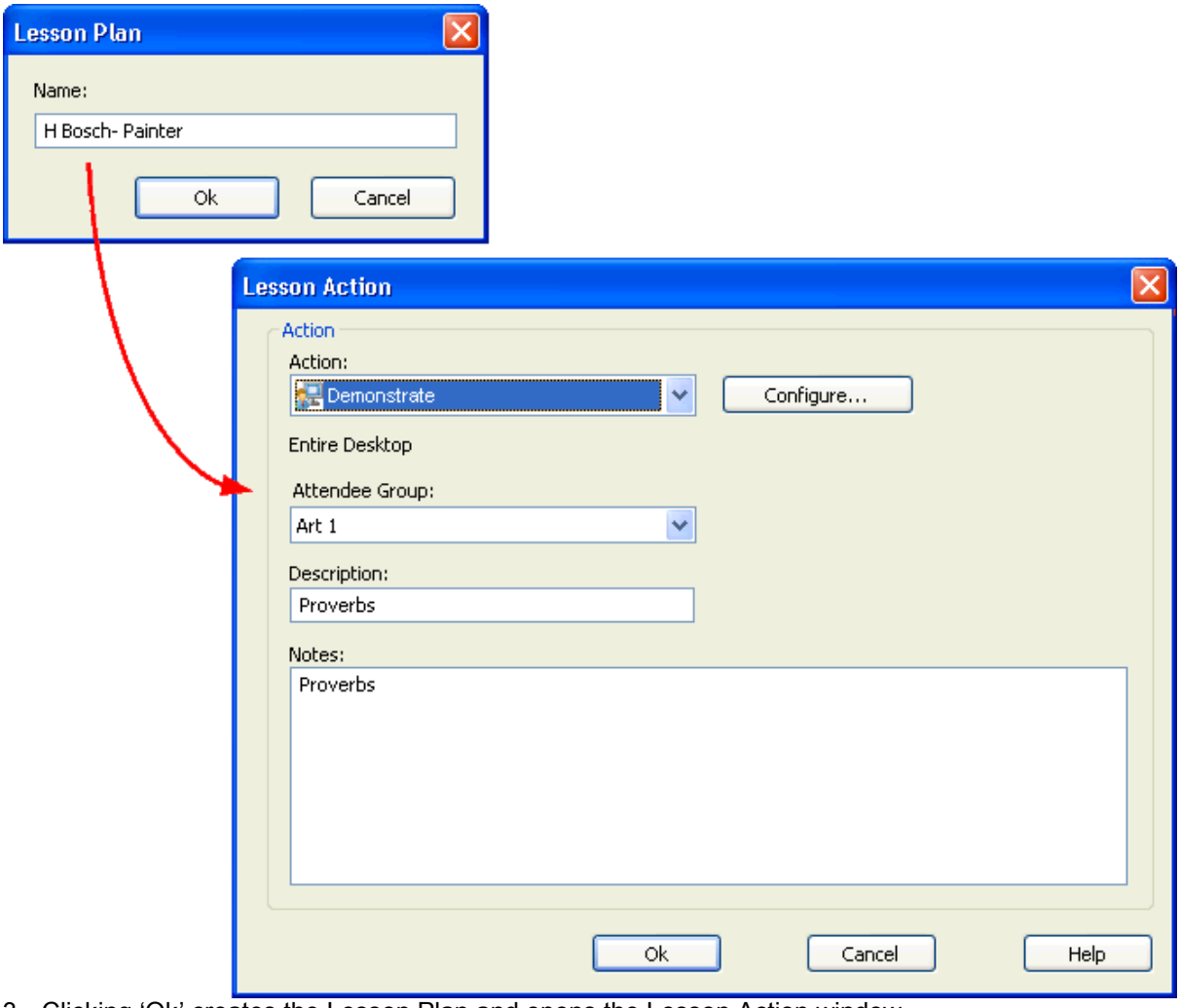
3.1.11.1 Create Lesson Plan

The first time you create a Lesson Plan, follow these steps:

1. Select Lesson Plan > Right-click the view pane to open this menu:

© 2007

2. Select ‘Add’ and state the name of the lesson.



3. Clicking ‘Ok’ creates the Lesson Plan and opens the Lesson Action window.
4. In the ‘Lesson Action’ window make the following selections:

   Select the action - it is the same actions as you find under Instructor Buttons.

   Select the type of action by clicking ‘Configure...’ - you will have the same possibilities as if you were to do it ‘on-the-fly’.

   Select the attendee group from the drop-down list.

   Enter a description and some notes.
5. Click ‘Ok’ to save the action.

See: Lesson Plan

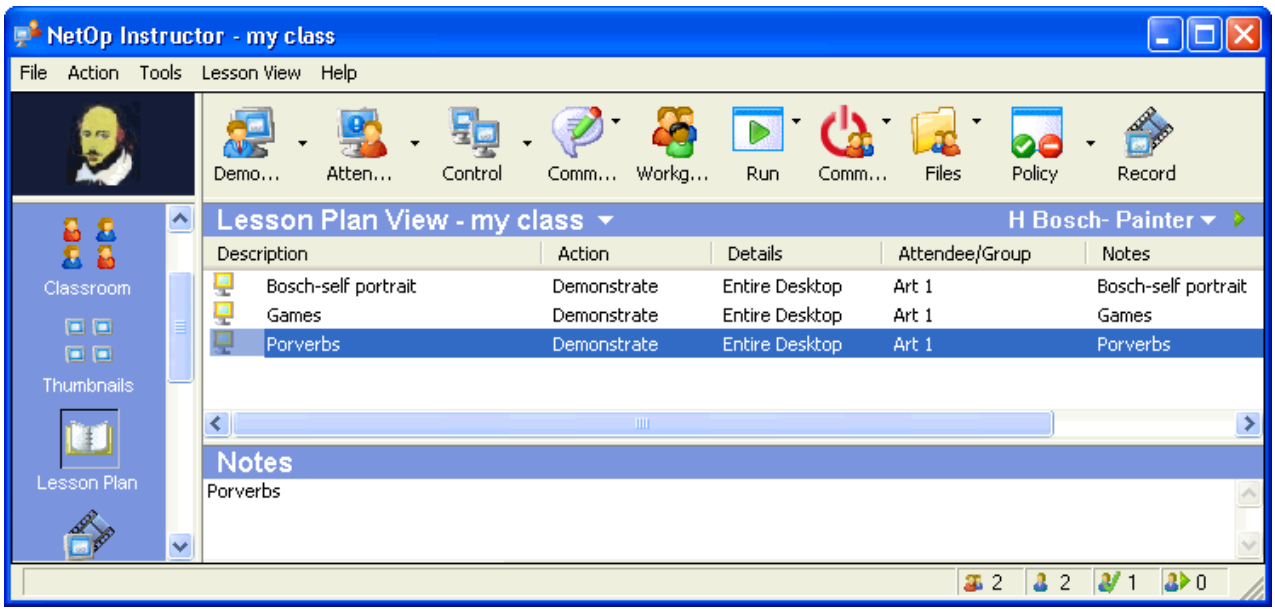
© 2007

3.1.11.2 Create Lesson Actions

Follow these steps:
1. Select Lesson Plan > Right-click the view pane to open this menu:

2. Repeat steps 3 to 5 in Create Lesson Plan.

The final result looks like this:


NetOp Instructor - my class
File Action Tools Lesson View Help
Demo... Atten... Control Comm... Workg... Run Comm... Files Policy Record
Classroom
Thumbnails
Lesson Plan
Lesson Plan View - my class
H Bosch- Painter
Description Action Details Attendee/Group Notes
Bosch-self portrait Demonstrate Entire Desktop Art 1 Bosch-self portrait
Games Demonstrate Entire Desktop Art 1 Games
Porverbs Demonstrate Entire Desktop Art 1 Porverbs
Notes
Porverbs
2 2 1 0

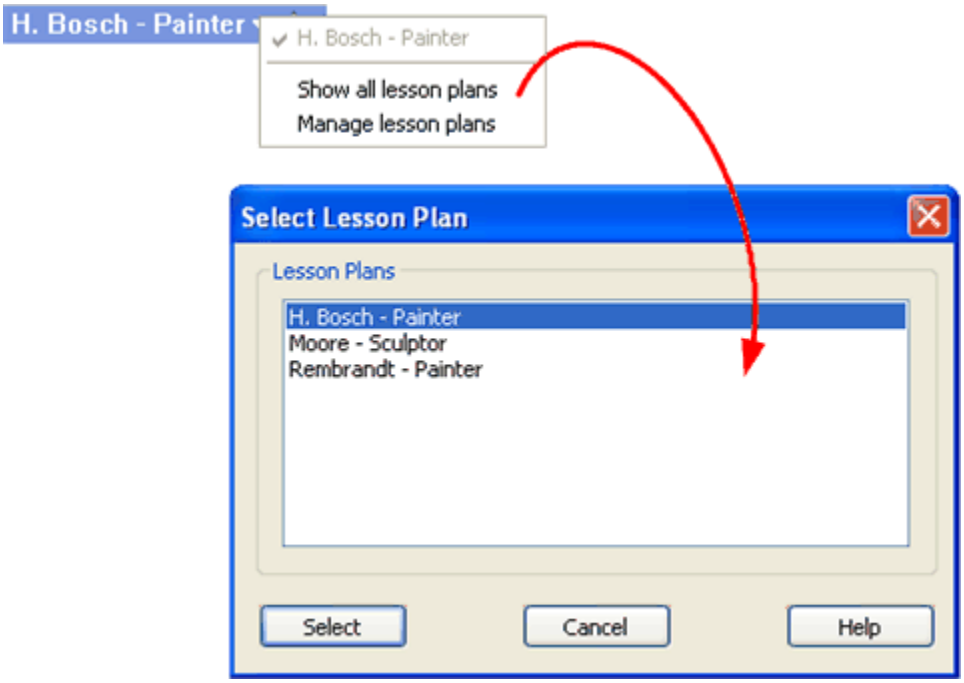
See: Lesson Plan and Advanced User's Manual, Lesson Plan View.

© 2007

3.1.11.3 Selecting Lessons

You can create an infinite number of lessons. The lessons are selected from the ‘down-arrow’ button in the right side of the ‘Lesson Plan View’.

Click it to open the menu.



Select the pre-created Lesson Plan from the list.

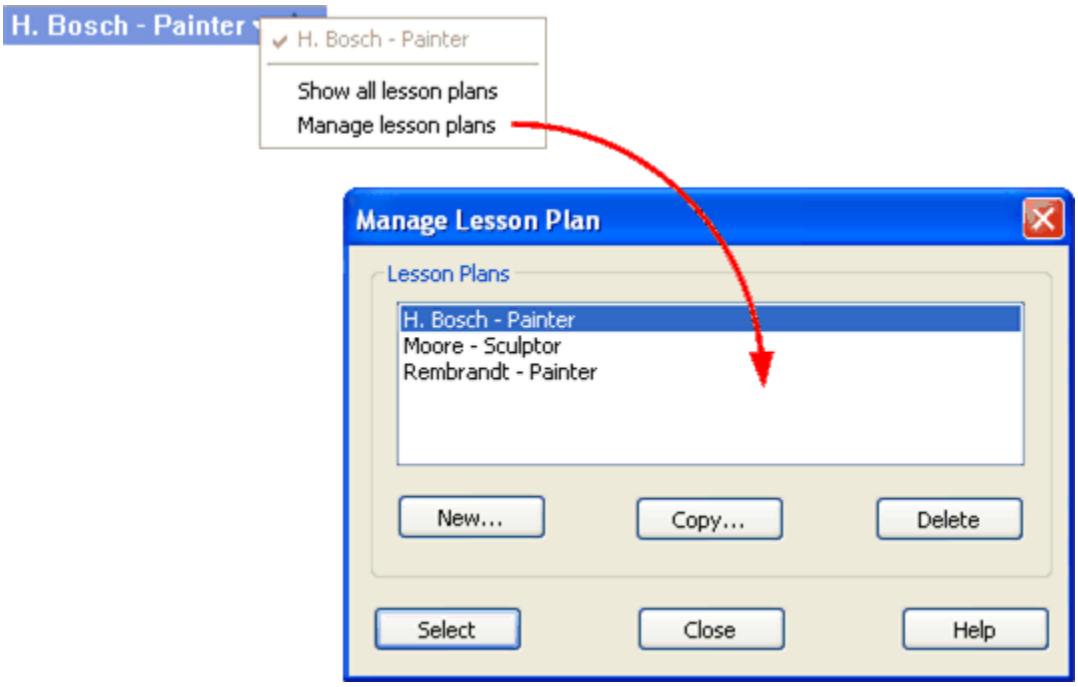
The prepared Lesson Plan including the prepared actions are listed in the view pane.

See: Lesson Plan

© 2007

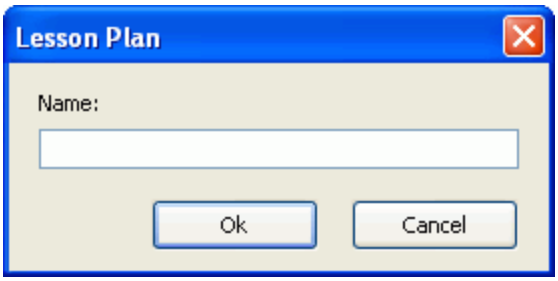
3.1.11.4 Manage Lessons

To create, copy and delete Lesson Plans, click the 'down-arrow' button in the right side of the 'Lesson Plan View'.



New Lesson Plan

Click 'New...' to open this dialog-box:



Enter a new Lesson Plan Name and click 'Ok'.

Copy Lesson Plan

Select an existing Lesson Plan and copy it with a new name.

Hint: The entire Lesson Plan is copied. Use 'Edit' from the right-click' menu to change contents and display action.

Delete Lesson Plan

Select a Lesson Plan and click 'Delete'. The entire contents of the Lesson Plan is deleted as well.

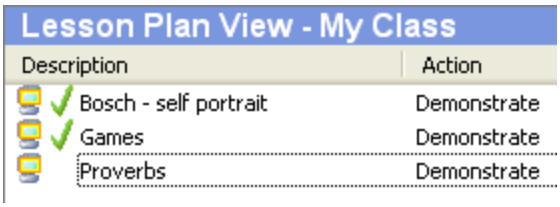
If the Lesson Plan you wish to delete is selected (its name is on the Lesson Plan View) it cannot be deleted.

See: Lesson Plan

© 2007

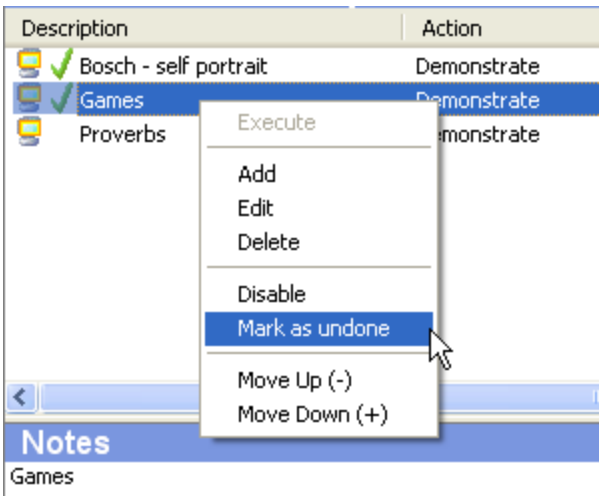
3.1.11.5 Running an Action

To activate an prepared Lesson Action simply double-click it or use which will start the next Lesson Action.



As the lesson progresses more and more of the Lesson Actions will have been activated. A green checkmark indicates that it has been used.

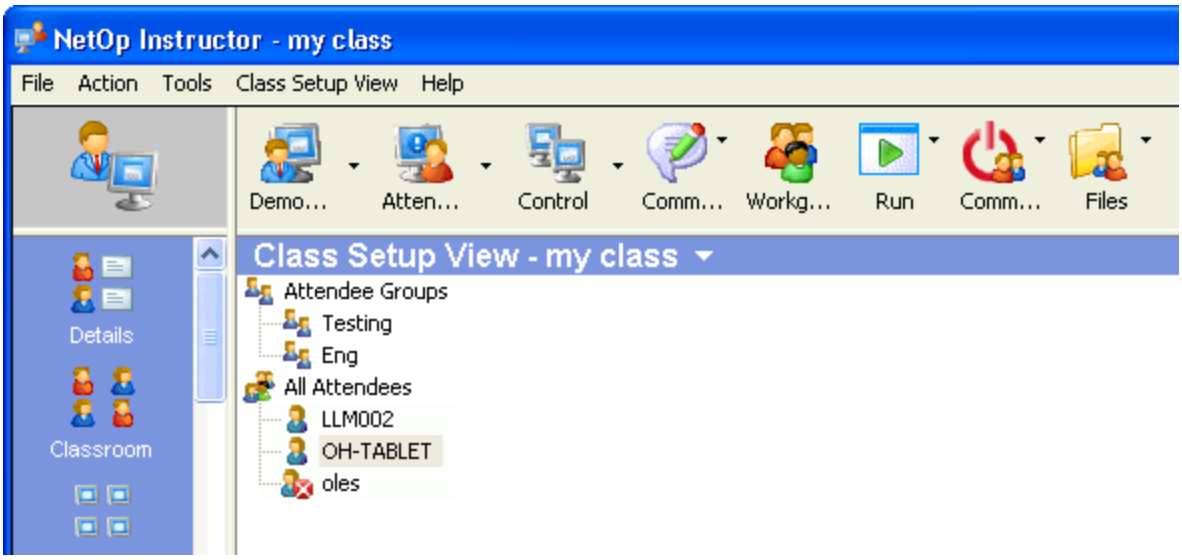
To run a Lesson Action again, right-click the Lesson Action and select ‘Mark as undone’.



See: Lesson Plan

© 2007

3.2 Manage Classroom



In Class Setup View, Attendees in a class can be managed individually to set up a class with members and Attendee groups.

The Available Attendees pane displays Attendee computers that are available on the network for any class.

The instructor can connect available attendees to a class or invite them into the class.

The following sections describe:

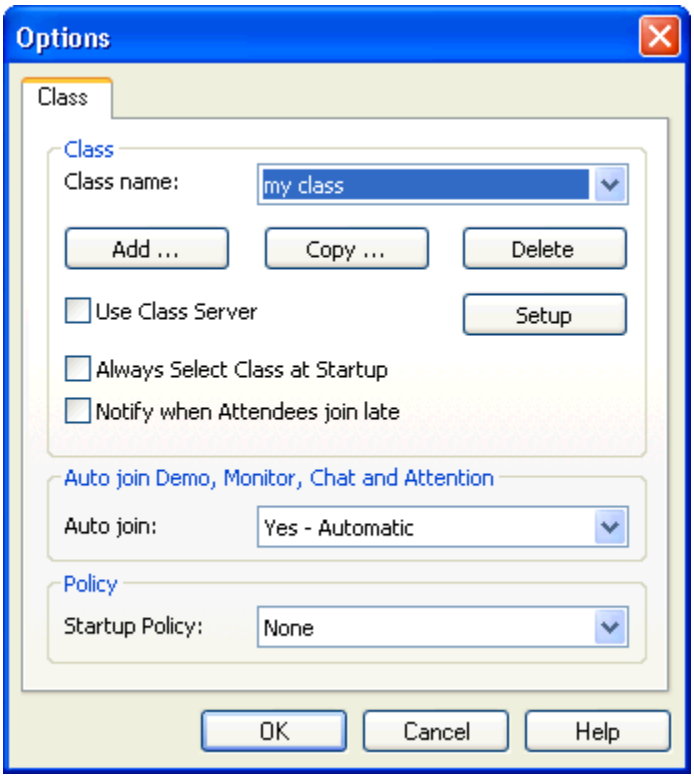
Class Startup Options

Create Group

Create Policy

© 2007

3.2.1 Class Startup Options



A class describes the frame where a course or a test takes place.

When attendees connect to a class some startup settings can be applied automatically:
1. On the Instructor menu, select Tools > Options > Class.
2. Select a join method for already running sessions. If 'Yes - Automatic' is selected, attendees are automatically included in one of the mentioned session types.
3. Select a policy. If you select 'Deny All', attendees will not be able to do anything before you change the policy to 'Allow All', 'None' or a customized policy.

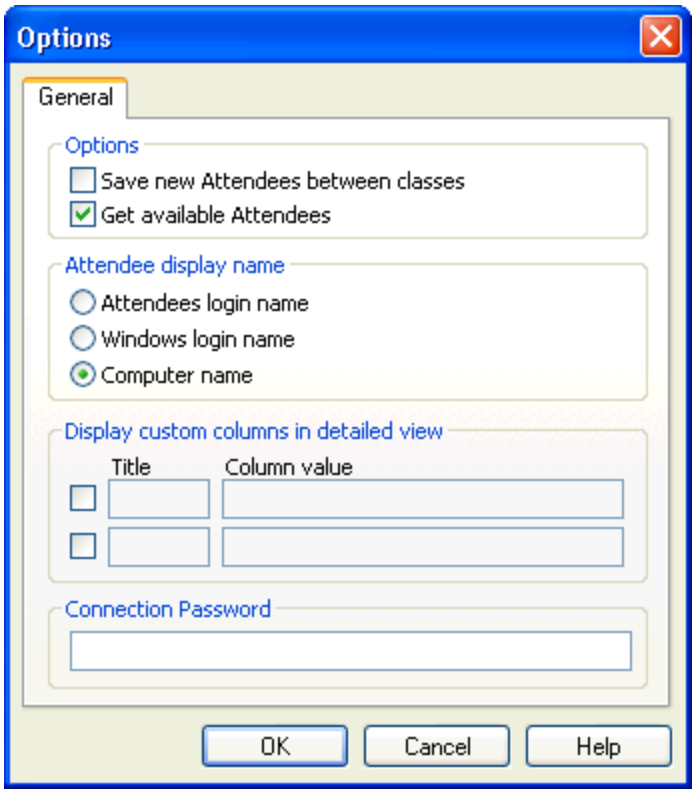
See: Options - Class, Class Server Setup, Class Server Setup - Attendee and Create Policy

3.2.2 Available Attendees

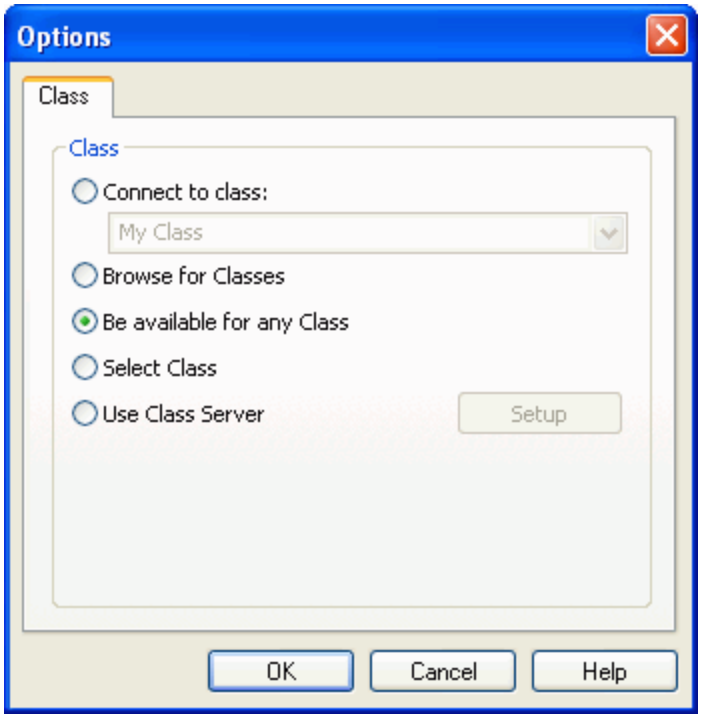
An available attendee is an attendee who does not automatically join a class. It is an attendee who does not look for any specific class to join. The attendee will join a class if he is invited.

Follow these steps:
1. On the Instructor select Tools > Options > General.

© 2007



2. Remove the default checkmark in 'Save new attendees between classes'.
3. Click 'Ok'.
4. On the Attendee select Tools > Options > Class.



5. Select 'Be available for any class'.

© 2007

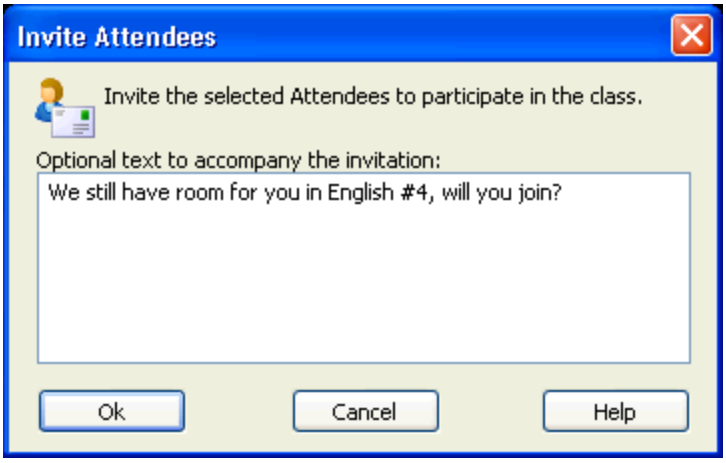
6. Click ‘Ok’

See: Invite Attendee and Options - Class

3.2.3 Invite Attendee

Follow these steps:

1. In the Available Attendees pane at the bottom of the Class View, either right-click an attendee from the list or invite all by clicking the little ‘Invite available attendees’ button to open a dialogue window.

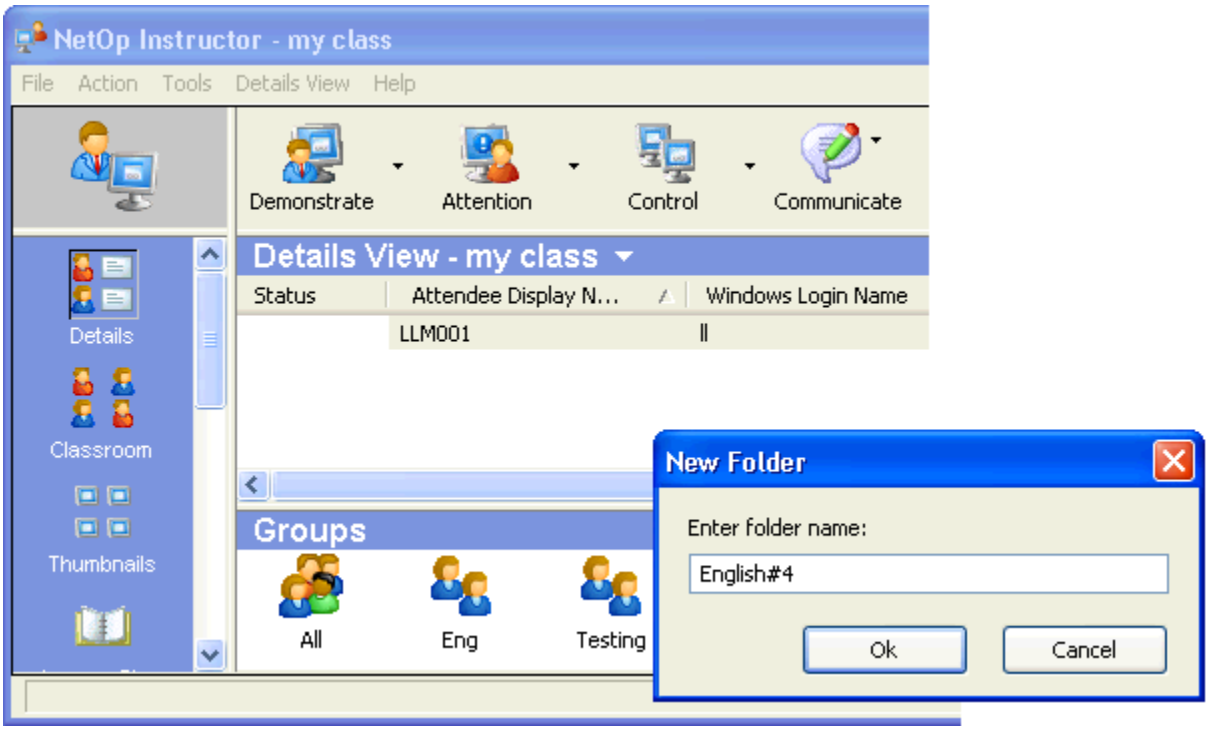

Invite Attendees
Invite the selected Attendees to participate in the class.
Optional text to accompany the invitation:
We still have room for you in English #4, will you join?
Ok
Cancel
Help

2. Enter the invitation and click ‘Send’.
3. An invitation is sent either to the selected attendee or all available attendees.

See: Available Attendees and Invitation

© 2007

3.2.4 Create Group



Groups are 'Quick selections' of a part of the Attendees in a class. In this example there are a 'Eng', 'Testing' and about to be created is 'English#4'.

Follow these steps:

1. In a view that has Groups as the lower pane, right-click and select 'Create Group'
2. Enter the name of the new group in the dialog.
3. Drag and drop attendees into the group.

Hint: If you want to delete an attendee from a Group, go to the 'Class Setup View', select the attendee and press Delete.

Note: Groups only apply to the class in which they are created.

See: Manage Classroom

© 2007

3.2.5 Add Attendee to Group

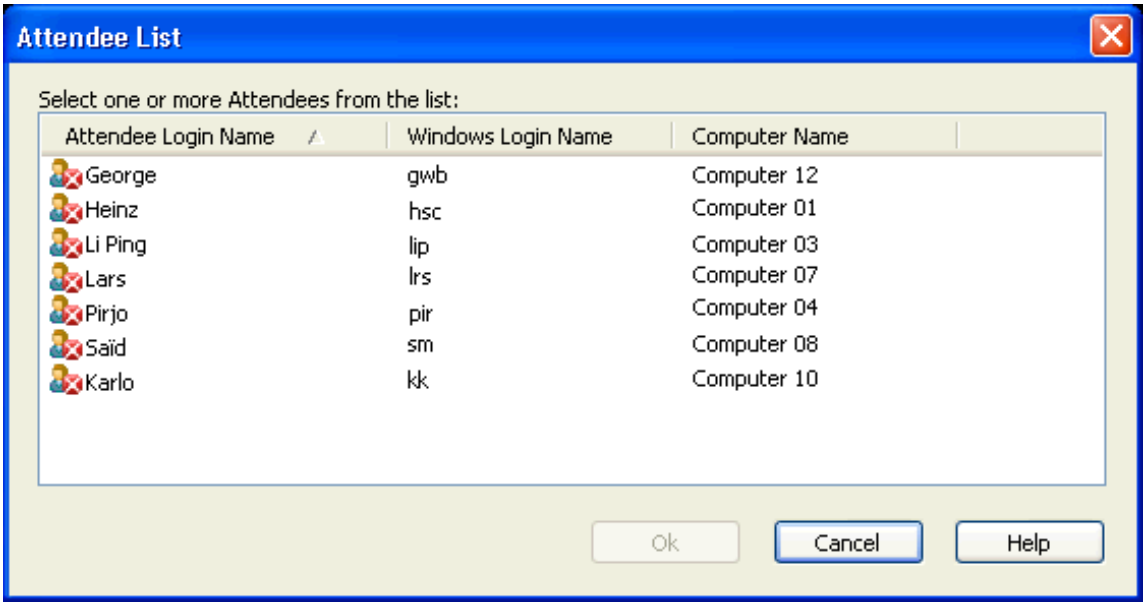
There are several ways to add an attendee to a group.

From the Details View drag-and-drop an attendee into a Group.

To see which attendees belong to which Groups, switch the view to Class Setup View.

In the Class View Setup it is also possible to add attendees to Groups.

Follow these steps to add attendees to a selected Group:
1. In the Class View Setup, right-click the Group where the attendee(s) has to join.
2. Select 'Add attendee to group' from the drop-down menu, and a dialogue opens.



3. Select the attendee(s) from the list.
4. Click 'Ok' and the selected attendee(s) becomes a member of the Group.

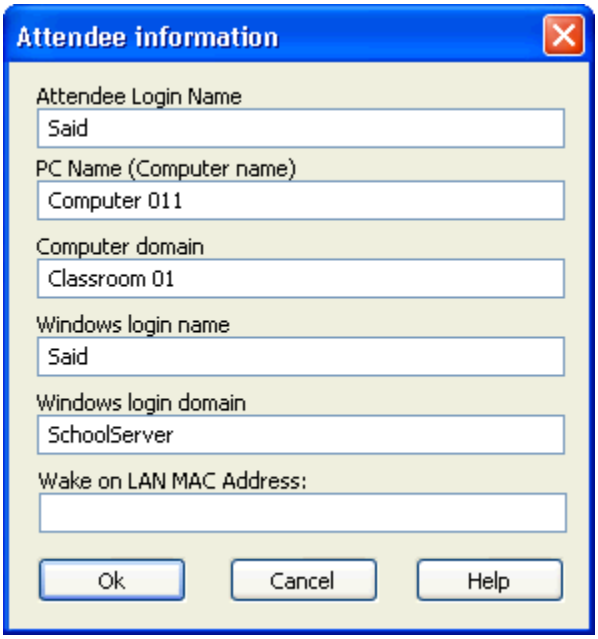
Note: It is also possible to create new Groups as well as new attendees from the drop-down menu.

See: Attendee Information.

© 2007

3.2.6 Attendee Information

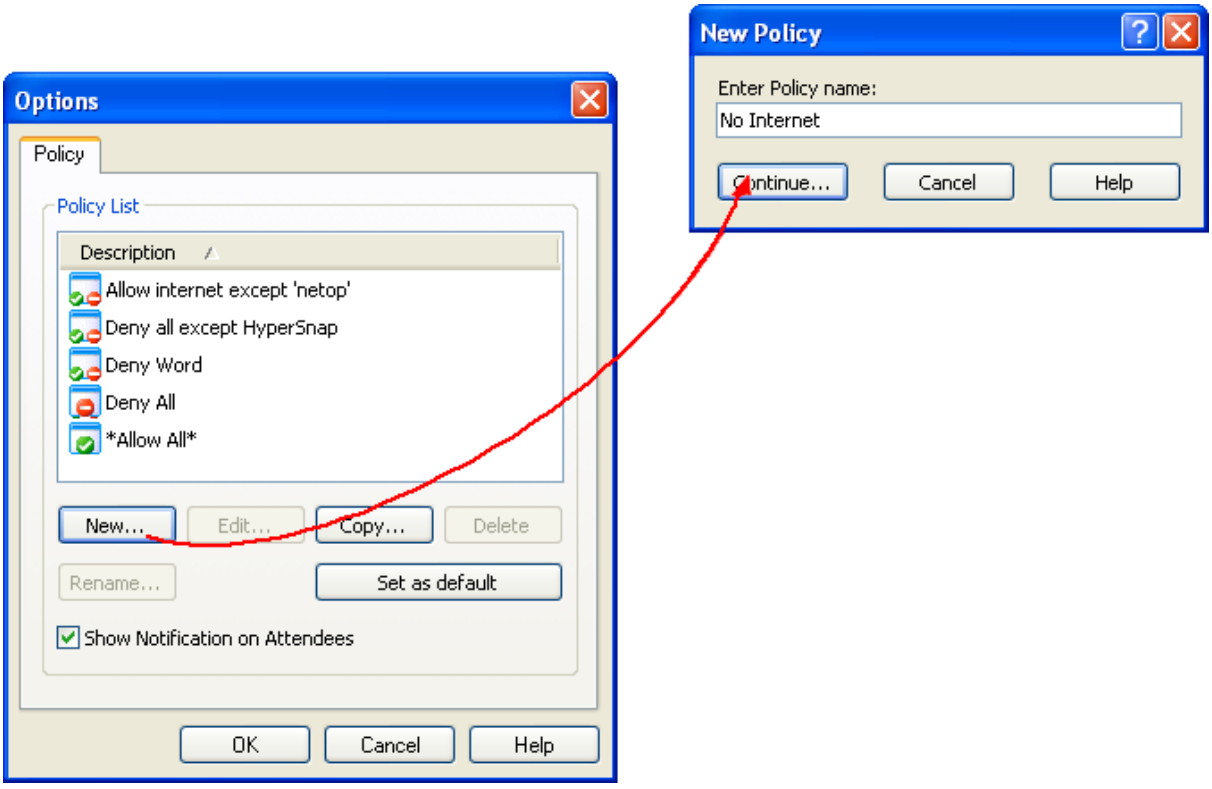
All the attendees present in the Class Setup View carry with them information about the Attendee's Attendee Login Name, PC Name, Computer domain, Windows login name, Windows login domain, Wake on LAN MAC Address.



See: Add Attendee to Group

© 2007

3.2.7 Create Policy

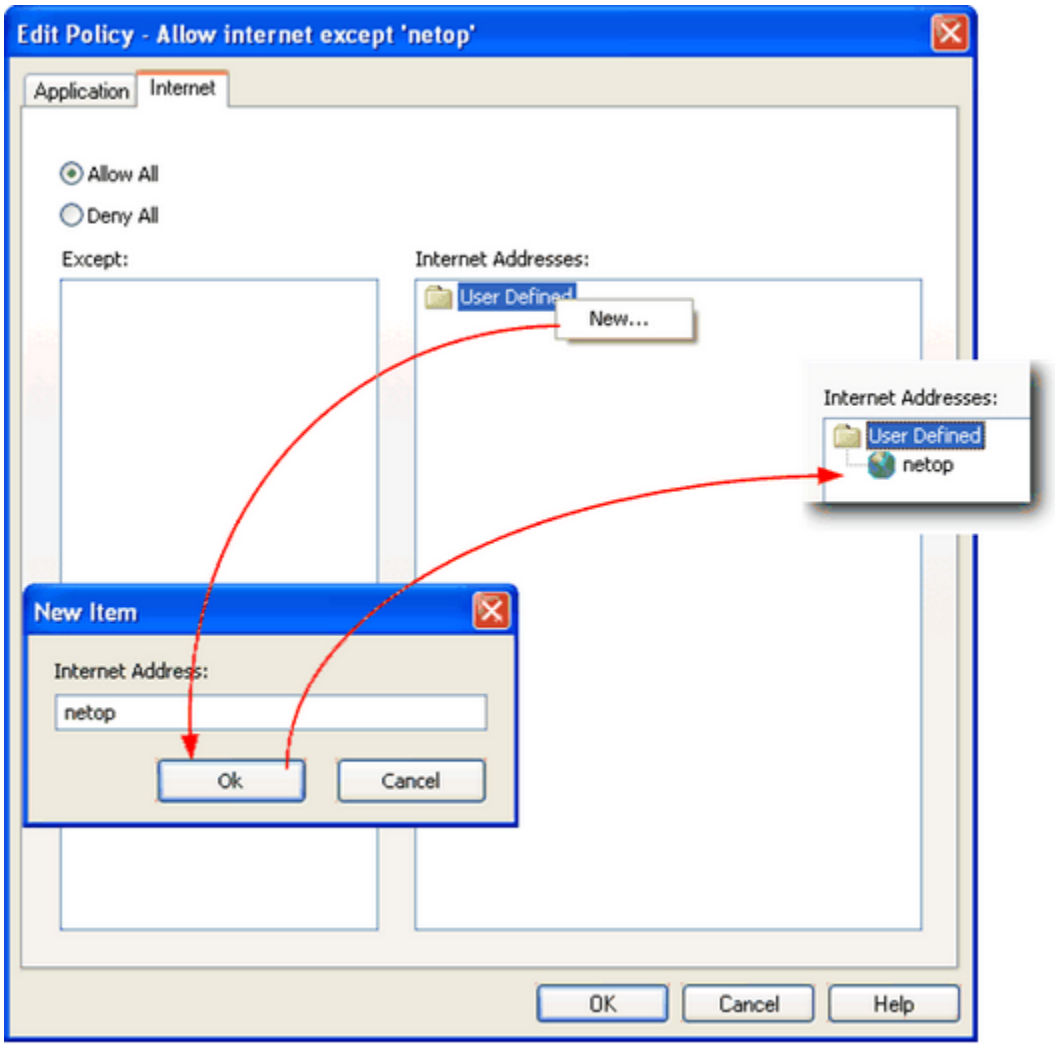


While setting classes up why not also consider which Internet sites, programs and applications that the attendees are allowed to use?

To create a policy - say, prohibiting all access to Internet sites and pages containing the word ‘netop’, follow these steps:

1. Click the Policy down arrow button and select Options.
2. In the Options window, click New...
3. Enter the policy name in the pop-up window and click Continue...
4. In the Edit Policy window select the Internet-tab.
5. Right-click the User Defined folder and select New...

© 2007



6. Enter ‘netop’ and click ‘Ok’.
7. A globe with the name appears in the Internet pane. Drag-and-drop it to the Except pane.
8. Click ’Ok’ - the policy named ‘Prohibit Internet’ with the rule ‘netop’ is now created. Now, it appears in the Options window as well as in the list under the Policy down arrow button.

When applied, this policy will allow visits to all Internet sites, except sites containing the word ‘netop’.

Show Notification on Attendees

The instructor can decide to display a notification on the Attendee side that a policy was applied. Clicking the Policy icon in the tray will reveal the contents of the applied policy.

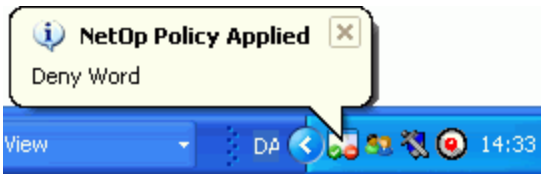


Image 3.3: System tray on Attendee side.

Hint: If you want the opposite to be the case, simply select the ‘Deny All’ radio-button. This will give access for Attendees to surf all sites containing the word ‘netop’ - and nothing else.

Hint: It is also possible to prohibit/allow entire websites. In that case enter e.g. www.netop.com or a

© 2007

specific URL.

See: Policy Button, Options - Policy and Controlling Attendees

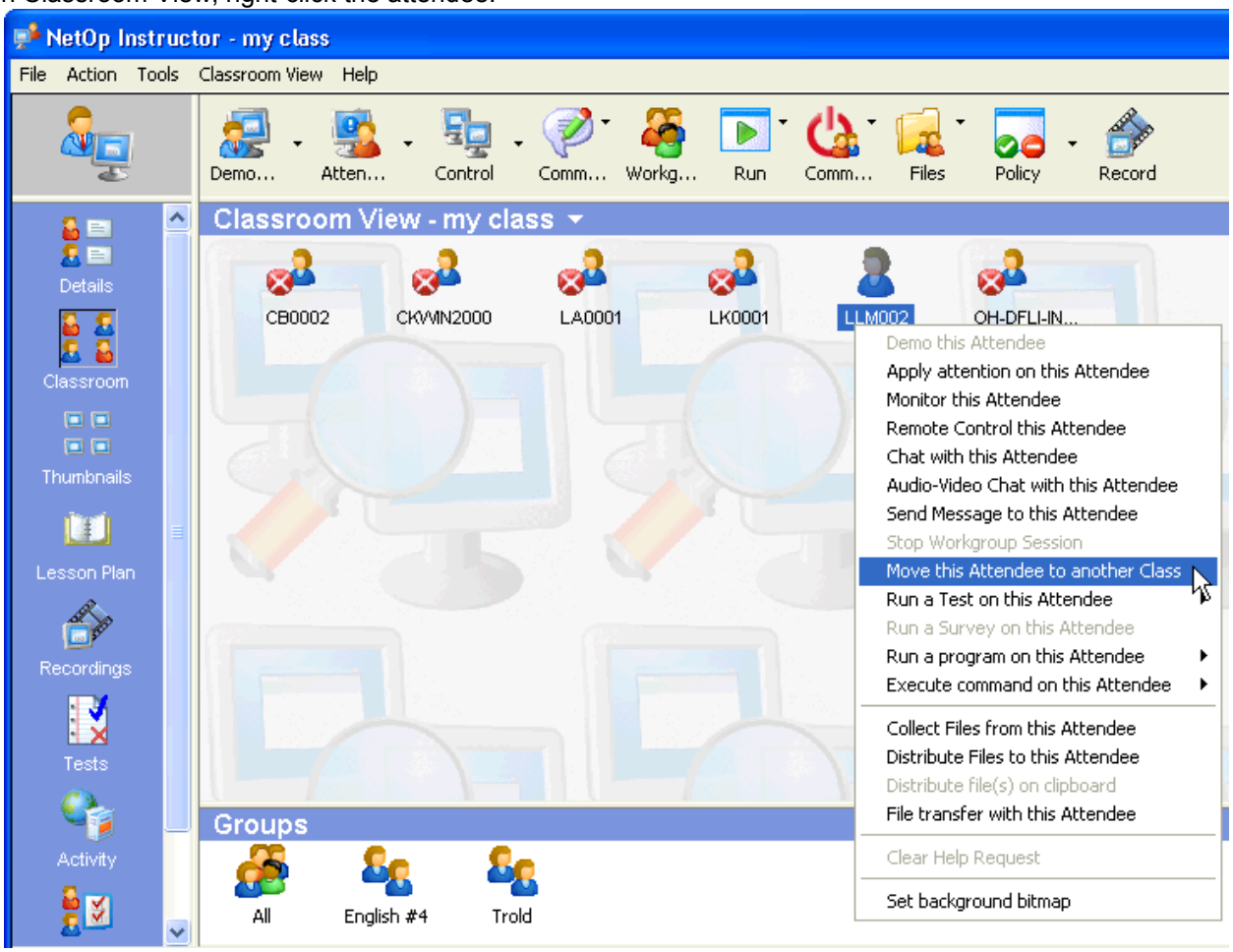
© 2007

3.2.8 Move Attendee to New Class

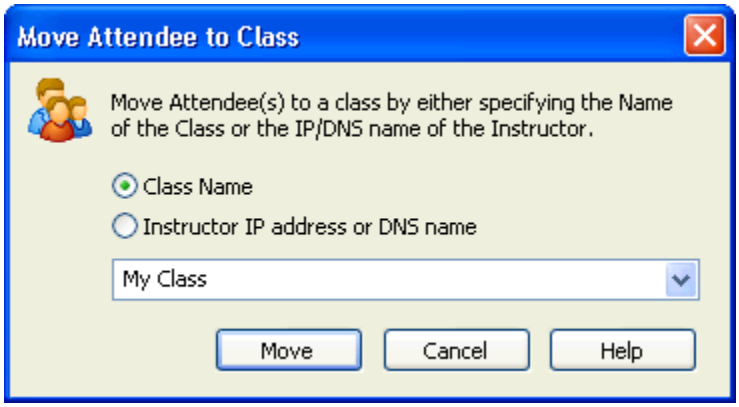
If an attendee accidentally have entered a wrong class, the instructor can move him to the correct class.

Follow these steps:

1. In Classroom View, right-click the attendee.



2. Select 'Move this Attendee to another Class'.


Move Attendee to Class
Move Attendee(s) to a class by either specifying the Name of the Class or the IP/DNS name of the Instructor.
Class Name
Instructor IP address or DNS name
My Class
Move
Cancel
Help

3. From the drop-down list, select the correct class.

Note: Moving an attendee from one class to another using Class Name requires the classes to be located on the same subnet. If you need to move the attendee to an Instructor on another computer or a different subnet, you must use 'Instructor IP address or DNS name': The available classes will be detected automatically.

See: Options - Class > Add Class

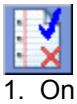
3.3 Designing Tests

Via the Test Designer Module, ten different test types can be created. The following section will provide you with both the skills and the inspiration to make your test and teaching efficient and interesting.

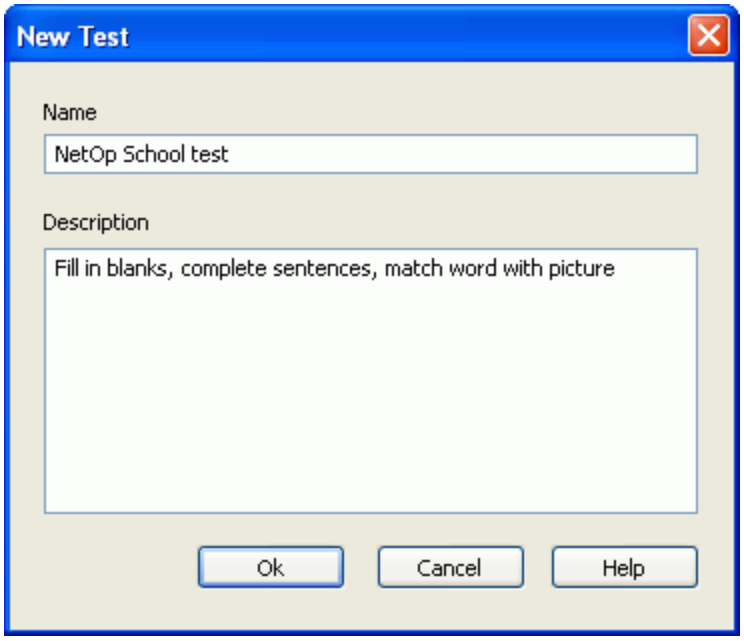
See: Using the Test Wizard - Step 1, Using the Test Wizard - Step 2 and Using the Test Wizard - Step 3

3.3.1 Using the Test Wizard - Step 1

To create a test, follow these steps:

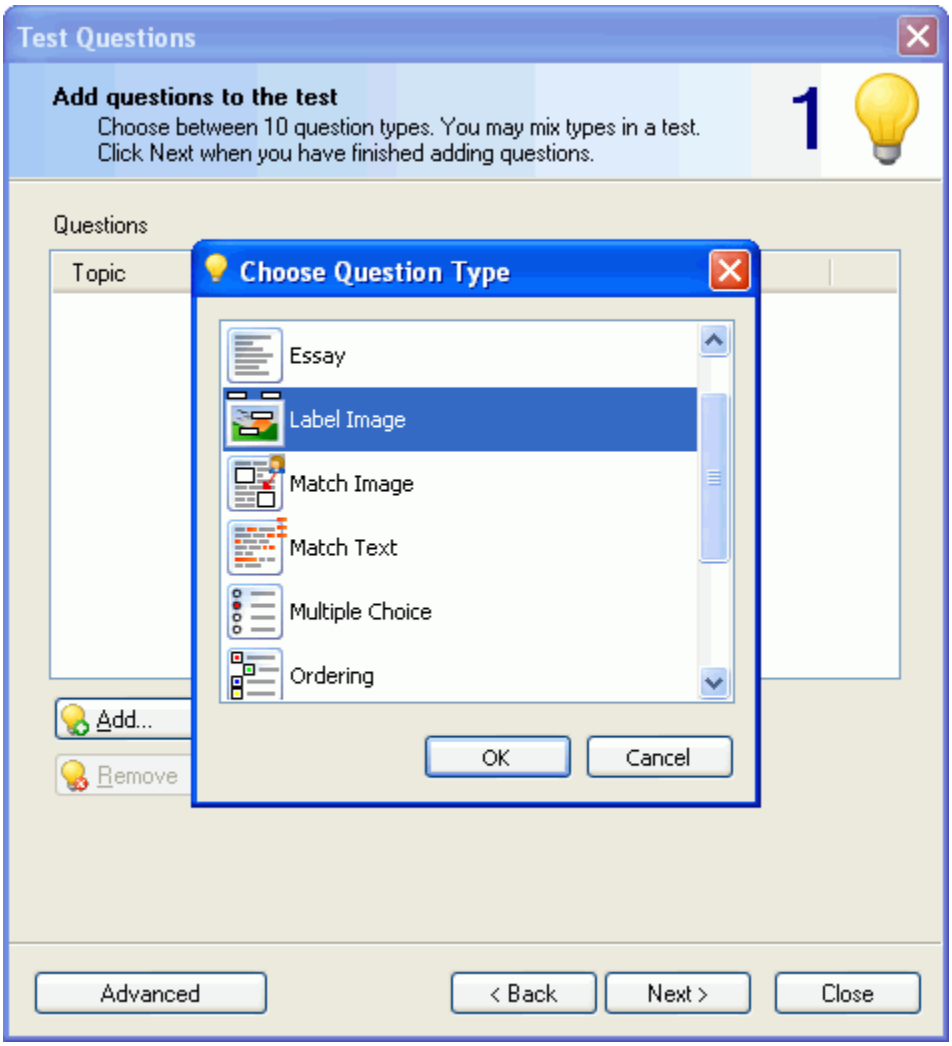


1. On Instructor select Tests View. Select the Tests View menu > New Test... and enter a name and a description for the test.



2. The Test Wizard opens. It consists of three main steps. The first step is adding and creating questions.

© 2007



3. Select a question type from the list to open a question-editor.
4. Follow the on-screen directions. 'Add' questions and prepare them with 'Set Time', 'Advanced' and 'Add Resources' until your test is complete.

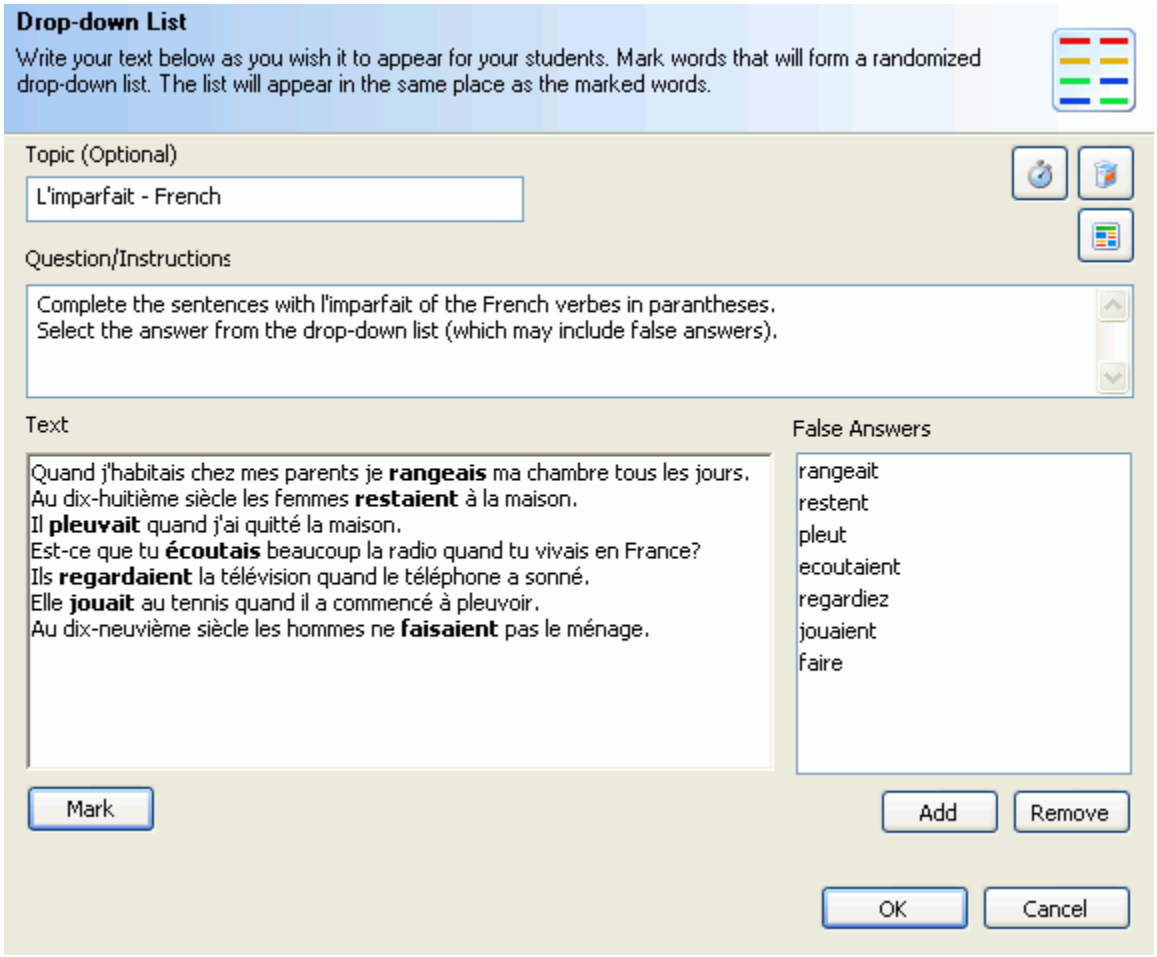
Below you will find a detailed description of each question type. Steps 2 and 3 are described after this section

Hint: The NetOp Instructor comes with a sample Test which can be viewed in the 'Tests View'.

© 2007

3.3.1.1 Handling the Question Editor

This section describes the Test Wizard in general terms.

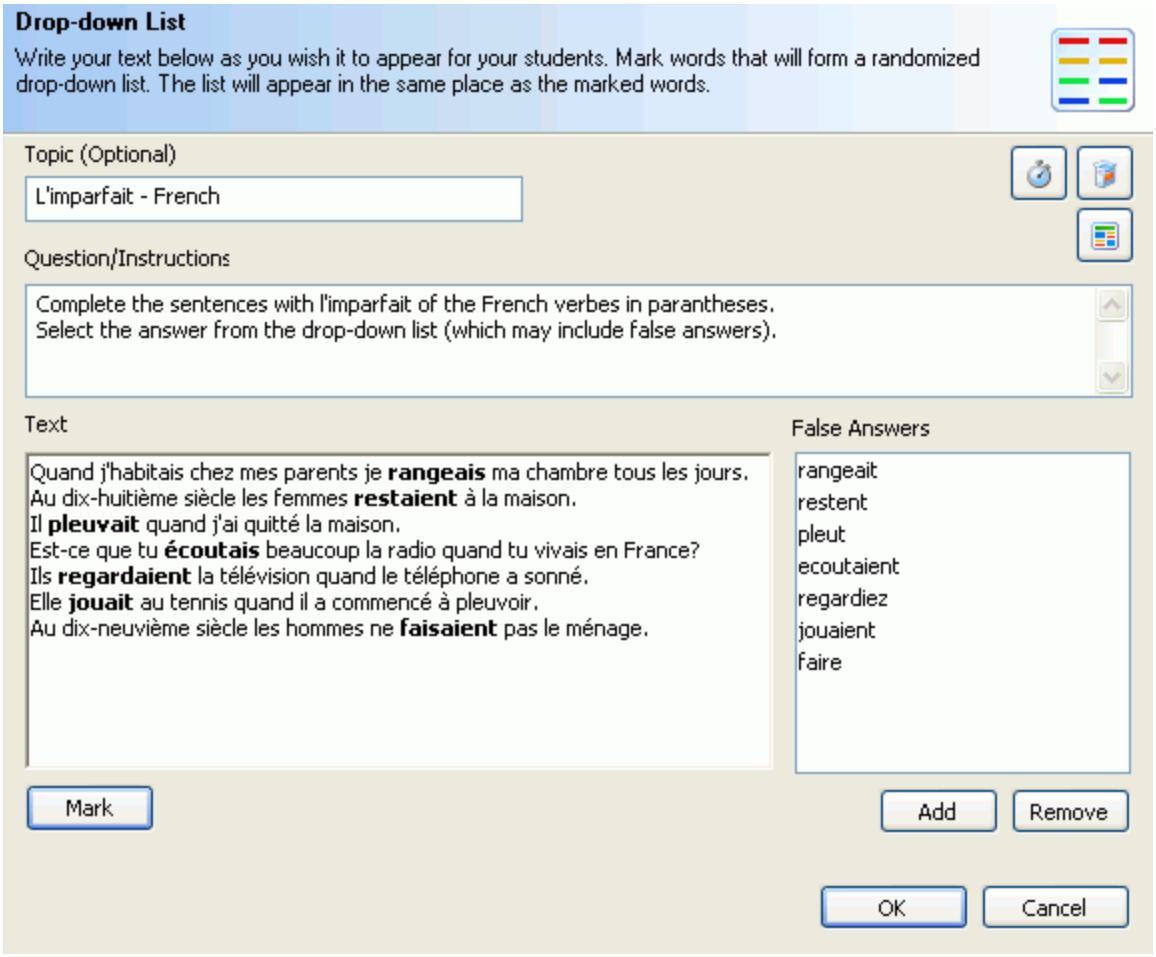

Drop-down List
Write your text below as you wish it to appear for your students. Mark words that will form a randomized drop-down list. The list will appear in the same place as the marked words.
Topic (Optional)
L'imparfait - French
Question/Instructions
Complete the sentences with l'imparfait of the French verbes in parantheses.
Select the answer from the drop-down list (which may include false answers).
Text
Quand j'habitais chez mes parents je rangeais ma chambre tous les jours.
Au dix-huitième siècle les femmes restaient à la maison.
Il pleuvait quand j'ai quitté la maison.
Est-ce que tu écoutais beaucoup la radio quand tu vivais en France?
Ils regardaient la télévision quand le téléphone a sonné.
Elle jouait au tennis quand il a commencé à pleuvoir.
Au dix-neuvième siècle les hommes ne faisaient pas le ménage.
False Answers
rangeait
restent
pleut
ecoutaient
regardiez
jouaient
faire
Mark
Add
Remove
OK
Cancel

Headline	This section explains what the purpose of this question is.		Set the duration of this question.
Topic	Enter the topic of the question.		Add a resource, i.e. pictures, texts, music and movie clips.
Question/ Instruction	Enter the question or an instruction regarding the question.		Preview the question.
The middle section	This part of the question editor changes with the question type.		

3.3.1.2 Drop-down list

A purpose of the drop-down list is to have attendees select the correct word from a list of true and false choices.

Create the list by marking words in a text and add false answers. Both will be represented in a drop-down list. The drop-down list will replace the marked words in the text when presented to attendees.


Drop-down List
Write your text below as you wish it to appear for your students. Mark words that will form a randomized drop-down list. The list will appear in the same place as the marked words.
Topic (Optional)
L'imparfait - French
Question/Instructions
Complete the sentences with l'imparfait of the French verbes in parantheses.
Select the answer from the drop-down list (which may include false answers).
Text
Quand j'habitais chez mes parents je rangeais ma chambre tous les jours.
Au dix-huitième siècle les femmes restaient à la maison.
Il pleuvait quand j'ai quitté la maison.
Est-ce que tu écoutais beaucoup la radio quand tu vivais en France?
Ils regardaient la télévision quand le téléphone a sonné.
Elle jouait au tennis quand il a commencé à pleuvoir.
Au dix-neuvième siècle les hommes ne faisaient pas le ménage.
False Answers
rangeait
restent
pleut
ecoutaient
regardiez
jouaient
faire
Mark
Add
Remove
OK
Cancel

Hint: If the text is very long and the number of marked words and false answers becomes too many, split the text into more questions.

See: Set Time, Advanced and Add Resources.

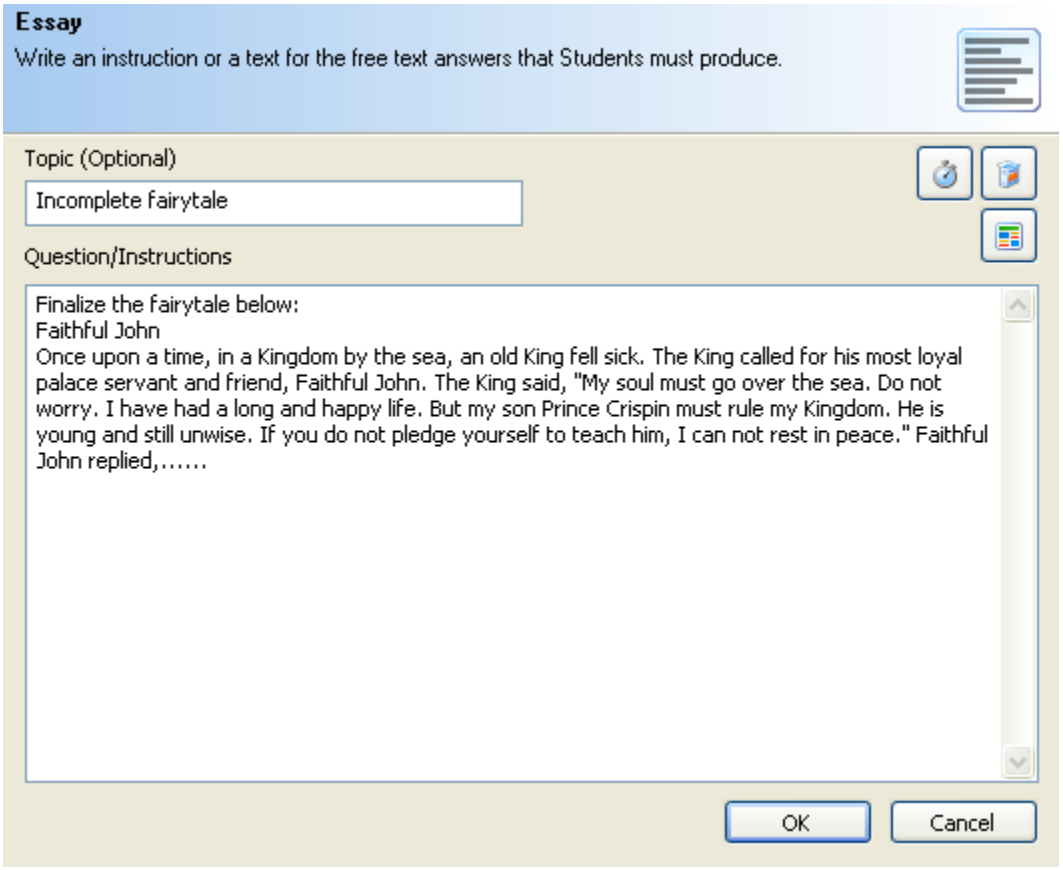
© 2007

3.3.1.3 Essay

A purpose of the essay is to let attendees write a text based on a resource you have attached.

The essay offers a text editor.

You can write or copy/paste a text in the text editor and/or attach resources for the Attendees to be inspired by.

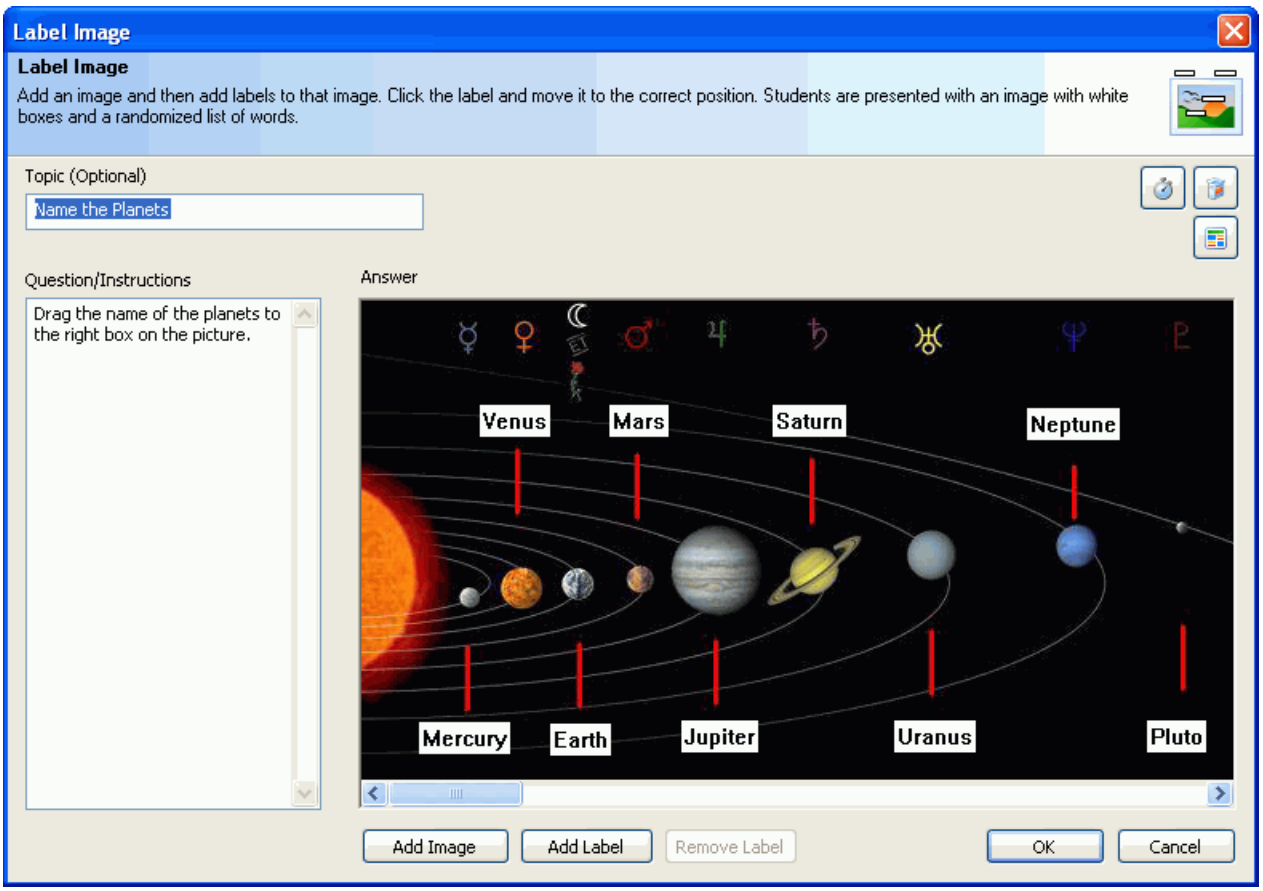

Essay
Write an instruction or a text for the free text answers that Students must produce.
Topic (Optional)
Incomplete fairytale
Question/Instructions
Finalize the fairytale below:
Faithful John
Once upon a time, in a Kingdom by the sea, an old King fell sick. The King called for his most loyal palace servant and friend, Faithful John. The King said, "My soul must go over the sea. Do not worry. I have had a long and happy life. But my son Prince Crispin must rule my Kingdom. He is young and still unwise. If you do not pledge yourself to teach him, I can not rest in peace." Faithful John replied,.....
OK
Cancel

See: Set Time, Advanced and Add Resources.

3.3.1.4 Label Image

A purpose of this test type is to validate the attendees' ability to name body parts, cities on a map, planets etc.

Create the test image by loading a picture to the work space, then place 'Labels' where you wish.



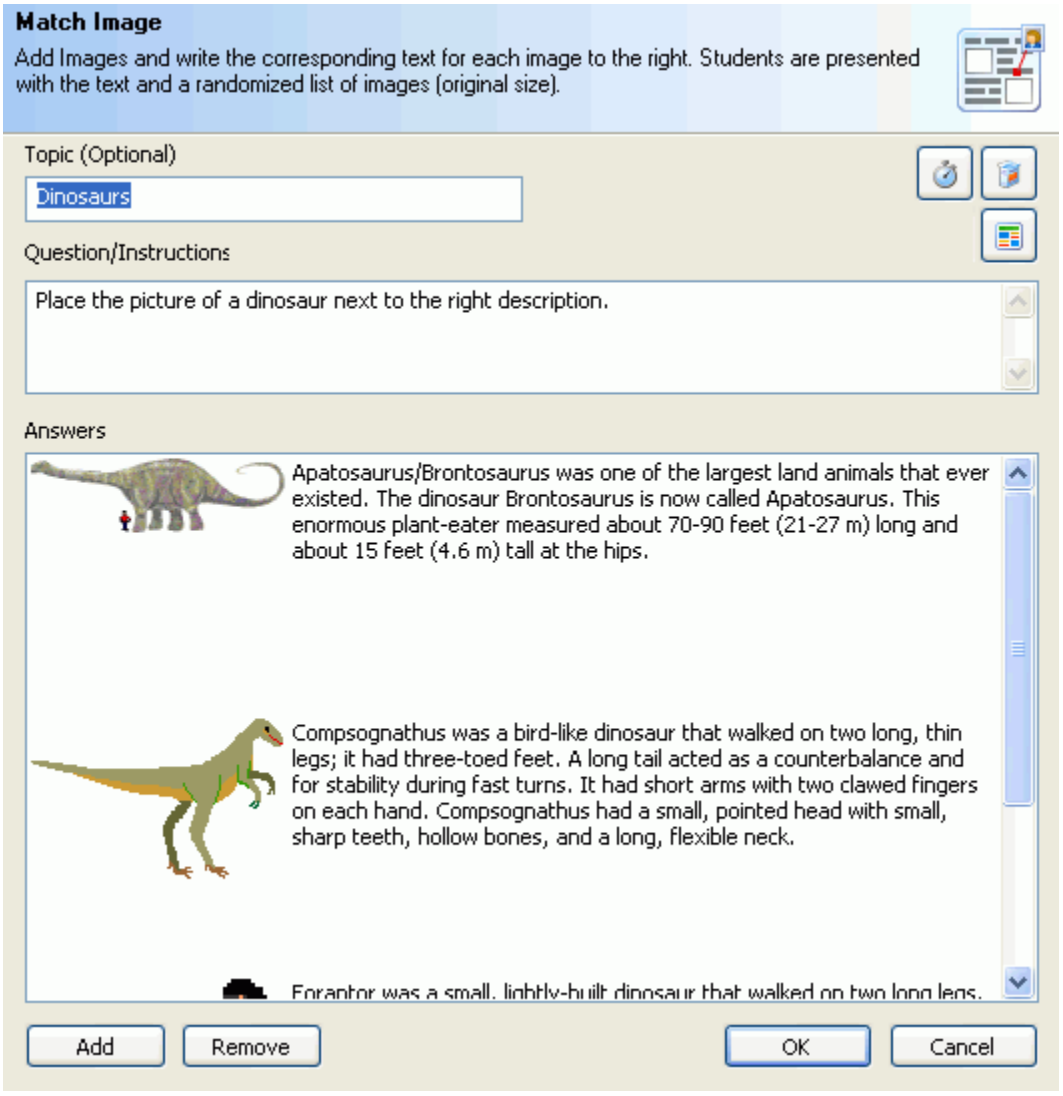
See: Set Time, Advanced and Add Resources.

3.3.1.5 Match Image

A purpose of this test type is to validate the attendees' ability to combine pictures with words or sentences.

'Add' as many pictures with corresponding texts as you want.

The text appears with a blank space next to it on the Attendee computer.

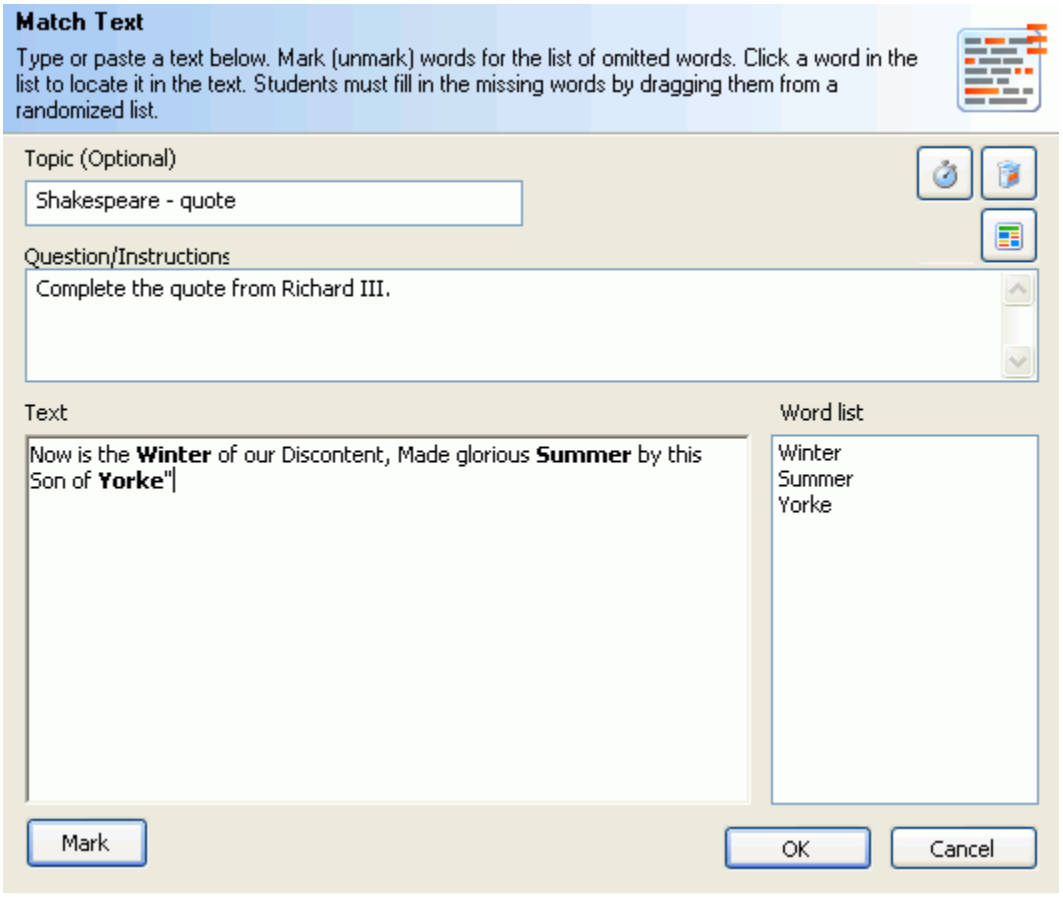

Match Image
Add Images and write the corresponding text for each image to the right. Students are presented with the text and a randomized list of images (original size).
Topic (Optional)
Dinosaurs
Question/Instructions
Place the picture of a dinosaur next to the right description.
Answers
Apatosaurus/Brontosaurus was one of the largest land animals that ever existed. The dinosaur Brontosaurus is now called Apatosaurus. This enormous plant-eater measured about 70-90 feet (21-27 m) long and about 15 feet (4.6 m) tall at the hips.
Compsognathus was a bird-like dinosaur that walked on two long, thin legs; it had three-toed feet. A long tail acted as a counterbalance and for stability during fast turns. It had short arms with two clawed fingers on each hand. Compsognathus had a small, pointed head with small, sharp teeth, hollow bones, and a long, flexible neck.
Add
Remove
OK
Cancel

See: Set Time, Advanced and Add Resources.

3.3.1.6 Match Text

A purpose of this test type is to validate the attendees' ability to complete a text with words from the word list.

'Mark' words in the text. The marked words disappear from the Attendees' text. The marked words are listed in random order on the attendee's test. The Attendees must drag-and-drop the words into the blank spaces.


Match Text
Type or paste a text below. Mark (unmark) words for the list of omitted words. Click a word in the list to locate it in the text. Students must fill in the missing words by dragging them from a randomized list.
Topic (Optional)
Shakespeare - quote
Question/Instructions
Complete the quote from Richard III.
Text
Now is the Winter of our Discontent, Made glorious Summer by this Son of Yorke"
Word list
Winter
Summer
Yorke
Mark
OK
Cancel

See: Set Time, Advanced and Add Resources.

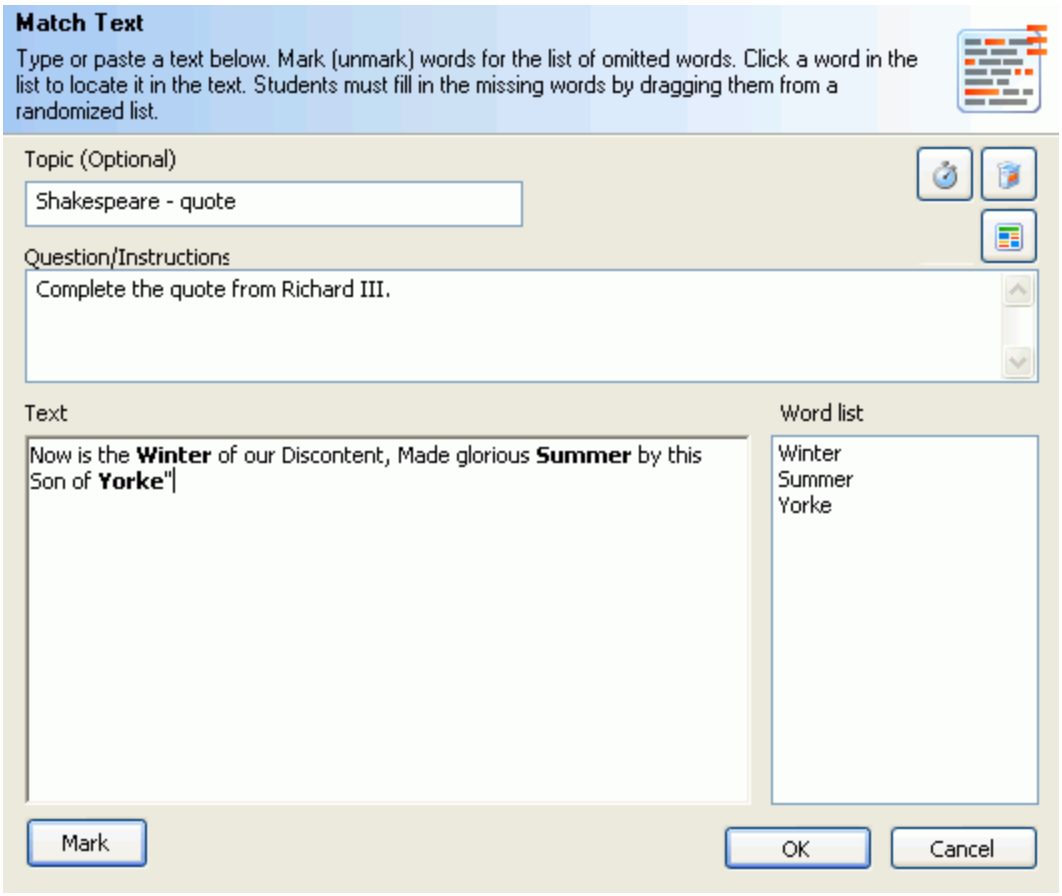
3.3.1.7 Multiple Choice

A purpose of this test type is to have the attendee choose the correct answer from the listed alternatives.

'Add' as many answers options as you wish.

Multiple Choice Example - One Answer

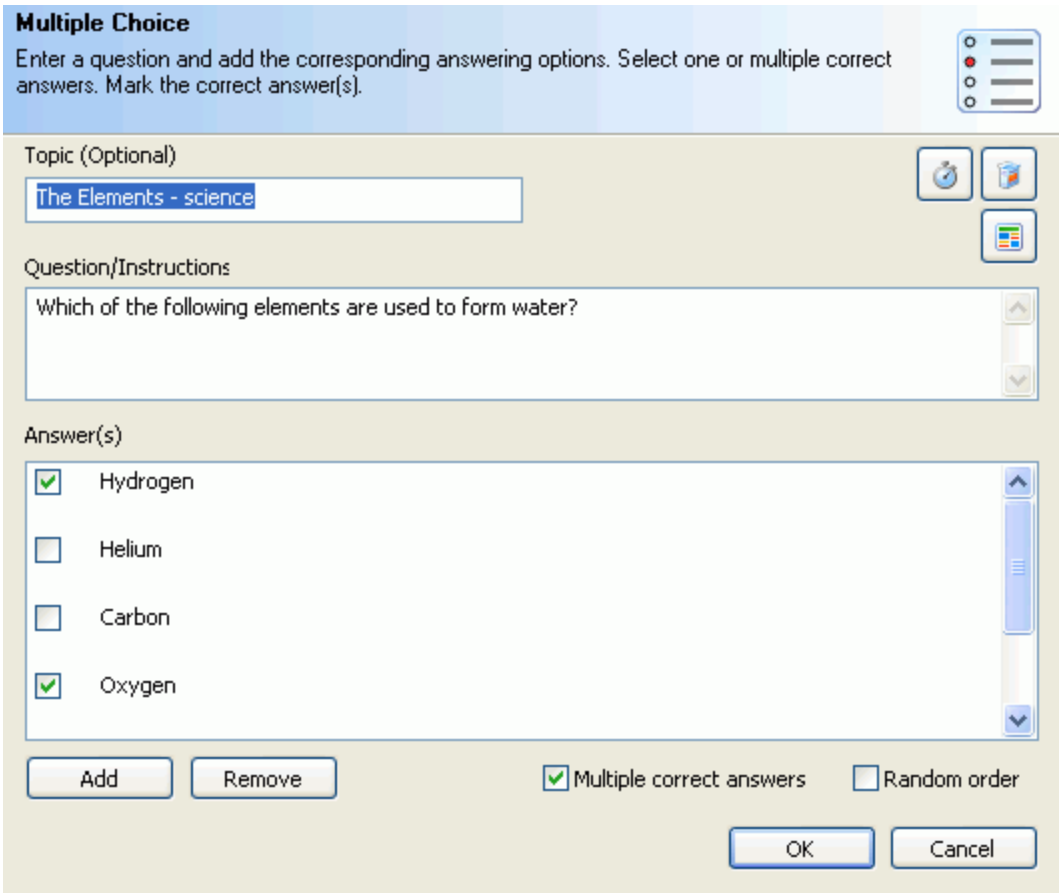
© 2007


Match Text
Type or paste a text below. Mark (unmark) words for the list of omitted words. Click a word in the list to locate it in the text. Students must fill in the missing words by dragging them from a randomized list.
Topic (Optional)
Shakespeare - quote
Question/Instructions
Complete the quote from Richard III.
Text
Now is the Winter of our Discontent, Made glorious Summer by this Son of Yorke"
Word list
Winter
Summer
Yorke
Mark
OK
Cancel

See: Multiple Choice Example - Multiple Answers, Set Time, Advanced and Add Resources.

Multiple Choice Example - Multiple Answers

© 2007



Hint: Remember to check'R Multiple Correct Answers' - otherwise the attendees will not be able to check more than one answer.

Hint: To impair attendees' possibilities of copying the answers from each other, it is possible to randomize the answers.

Note: Multiple choice is used for 'Surveys'.

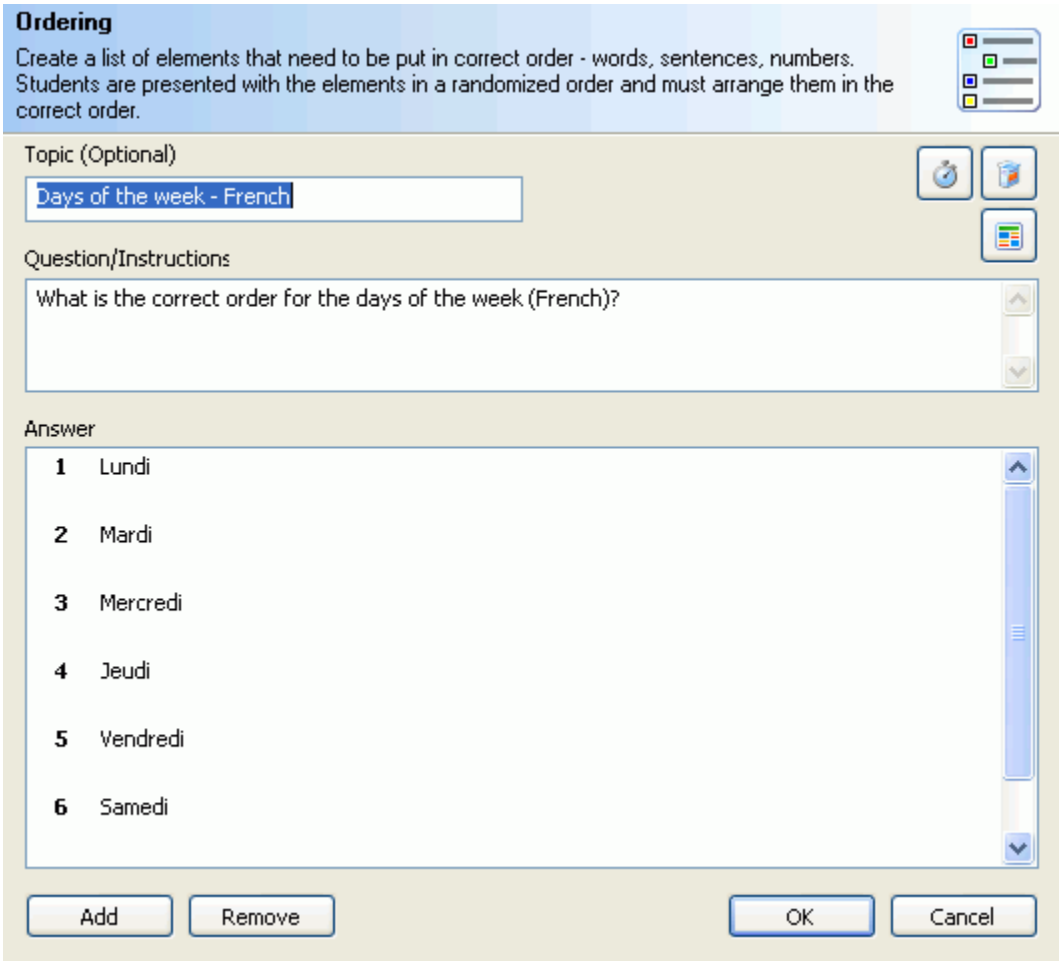
See: Multiple Choice Example - One Answer, Set Time, Advanced and Add Resources.

© 2007

3.3.1.8 Ordering

A purpose of this test type is to validate that the attendee is able to list, e.g. weekdays or sentences in the correct order.

Create a list of elements that have to be ordered. Add as many elements and as you wish.


Ordering
Create a list of elements that need to be put in correct order - words, sentences, numbers. Students are presented with the elements in a randomized order and must arrange them in the correct order.
Topic (Optional)
Days of the week - French
Question/Instructions
What is the correct order for the days of the week (French)?
Answer
1 Lundi
2 Mardi
3 Mercredi
4 Jeudi
5 Vendredi
6 Samedi
Add
Remove
OK
Cancel

The answers are presented randomized on the Attendee computers.

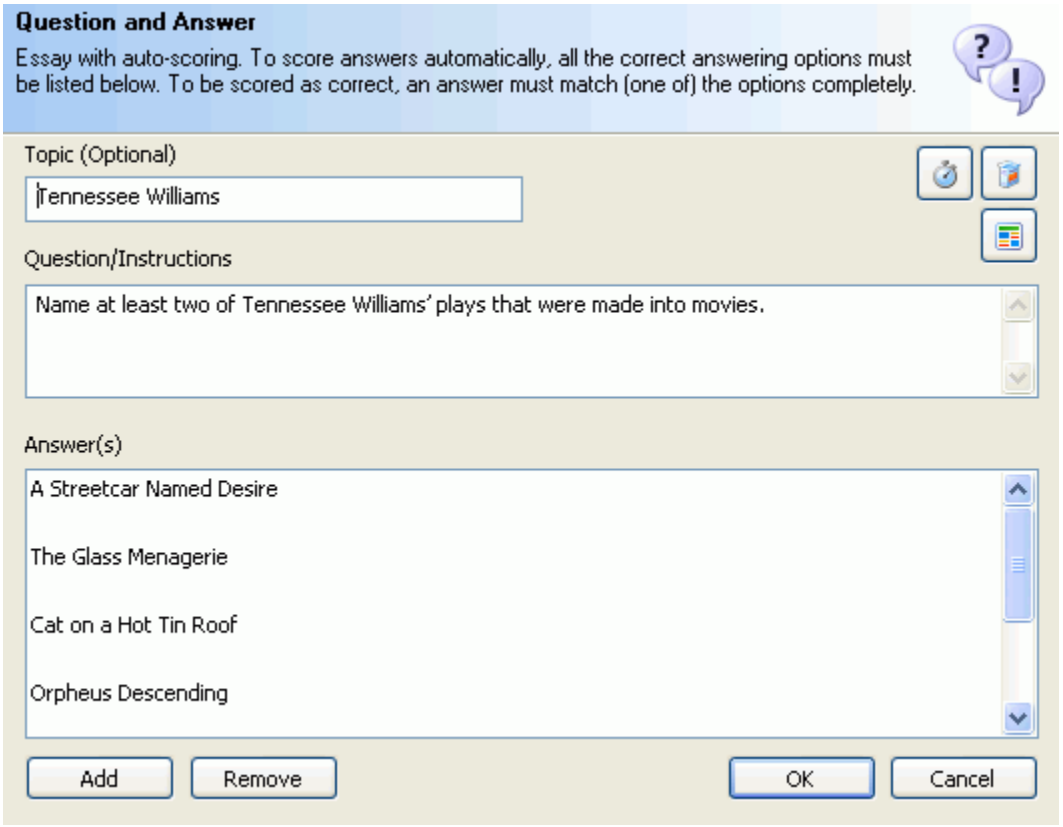
See: Set Time, Advanced and Add Resources.

© 2007

3.3.1.9 Question and Answer

A purpose of this test type is to enable the instructor to auto-score free text answers like the ones below.

Write the 'Question/instruction' and 'Add' the answers.


Question and Answer
Essay with auto-scoring. To score answers automatically, all the correct answering options must be listed below. To be scored as correct, an answer must match (one of) the options completely.
Topic (Optional)
Tennessee Williams
Question/Instructions
Name at least two of Tennessee Williams' plays that were made into movies.
Answer(s)
A Streetcar Named Desire
The Glass Menagerie
Cat on a Hot Tin Roof
Orpheus Descending
Add
Remove
OK
Cancel

Note: The answers have to be 100% identical to the Instructor's result list, otherwise the answer will not be scored as correct!

Hint: If five answers are possible, you can state in the question that the attendee has to list at least three. Select the scoring type.

See: Set Time, Advanced and Add Resources.

© 2007

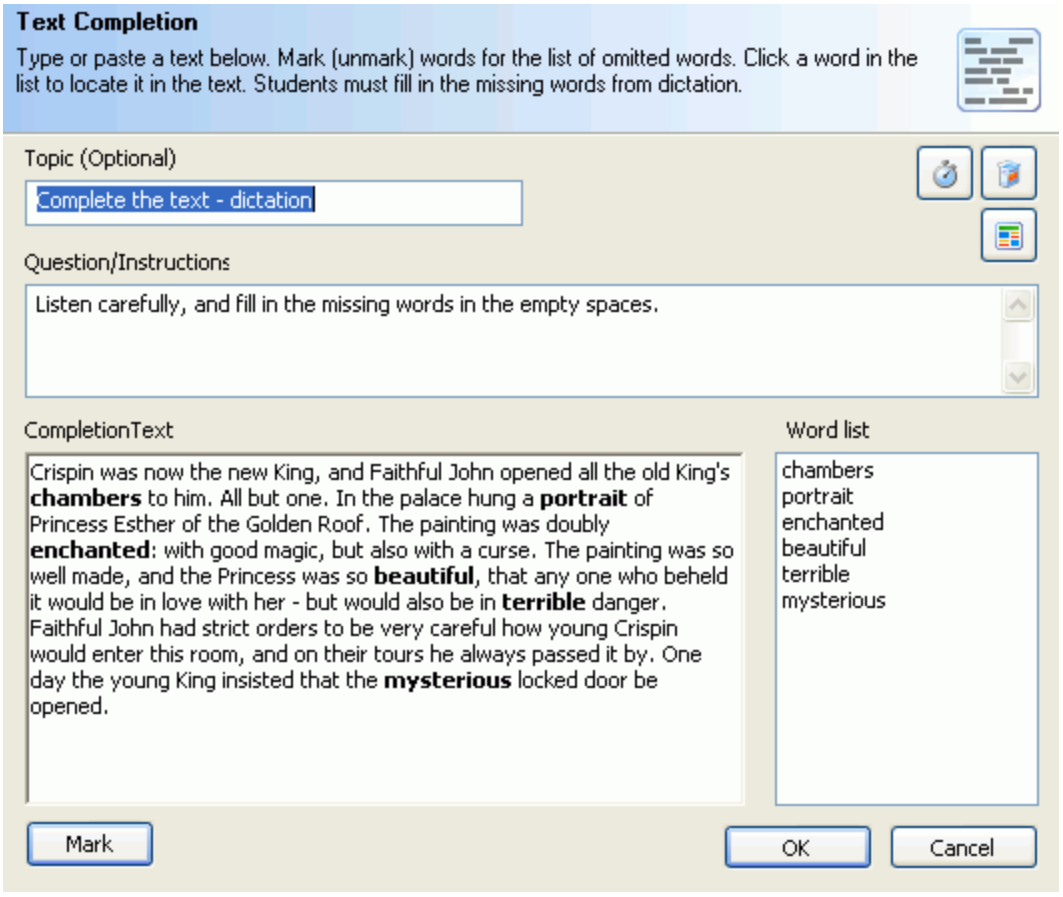
3.3.1.10 Text Completion

The purpose of this test type is to validate the spelling skills of the attendee.

Write or copy/paste a text in the 'Completion text'.

Mark the words that the attendees have to write.

Marked words appear as blank fields on the Attendee computer.


Text Completion
Type or paste a text below. Mark (unmark) words for the list of omitted words. Click a word in the list to locate it in the text. Students must fill in the missing words from dictation.
Topic (Optional)
Complete the text - dictation
Question/Instructions
Listen carefully, and fill in the missing words in the empty spaces.
CompletionText
Crispin was now the new King, and Faithful John opened all the old King's chambers to him. All but one. In the palace hung a portrait of Princess Esther of the Golden Roof. The painting was doubly enchanted: with good magic, but also with a curse. The painting was so well made, and the Princess was so beautiful, that any one who beheld it would be in love with her - but would also be in terrible danger. Faithful John had strict orders to be very careful how young Crispin would enter this room, and on their tours he always passed it by. One day the young King insisted that the mysterious locked door be opened.
Word list
chambers
portrait
enchanted
beautiful
terrible
mysterious
Mark
OK
Cancel

Hint: Read sentences out aloud and repeat the word that has to be written. Give the Attendees time to complete the word and proceed.

See: Set Time, Advanced and Add Resources.

3.3.2 Wizard Tools

The Wizard has three quick access buttons which ease the creation of tests.

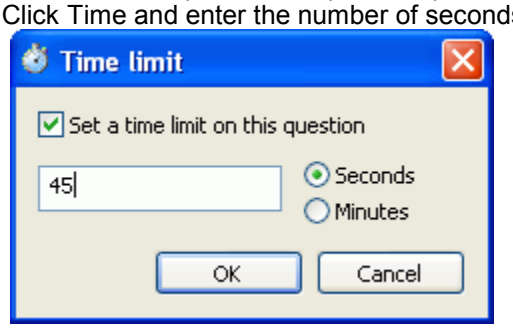
See: Set Time, Add Resources and Preview Question

© 2007

3.3.2.1 Set Time

It is possible to set a timer to each question (like 45 seconds) or a total time for the entire test:

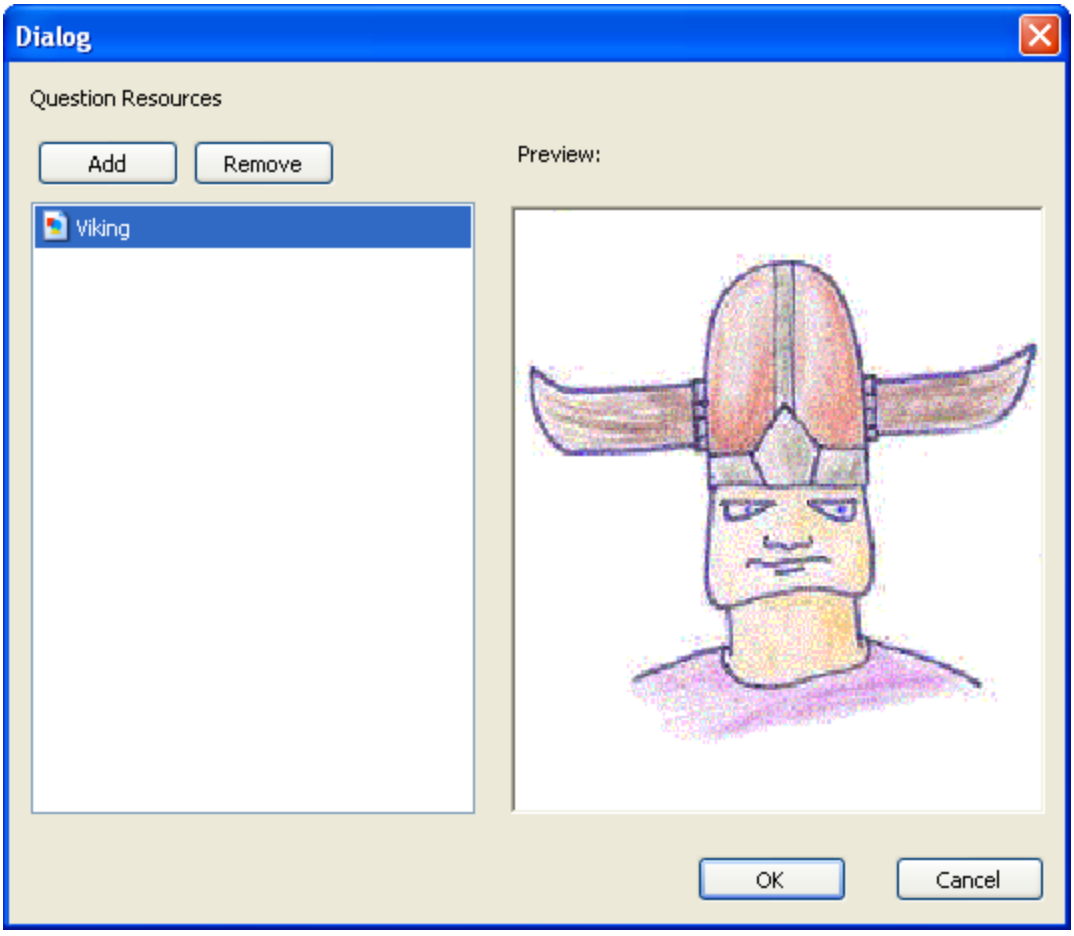
1. The time to complete a question is set on the question editor.
2. Double-click a question to open the question editor.
3. Click Time and enter the number of seconds or minutes.



Note: Setting the total duration of the test - see Using the Test Wizard - Step 3.

© 2007

3.3.2.2 Add Resources



In most of the question types it is possible to add resources. A resource can be any type of file - text, picture, audio, Internet link or movie.

Access the Resources and 'Add' the necessary files to the questions for the attendees to seek supportive information elsewhere. There is no limit to the number of resources to a question.

Hint: Your tests are portable. Develop your test at home, save them to e.g. a USB key and use it on another Instructor computer.

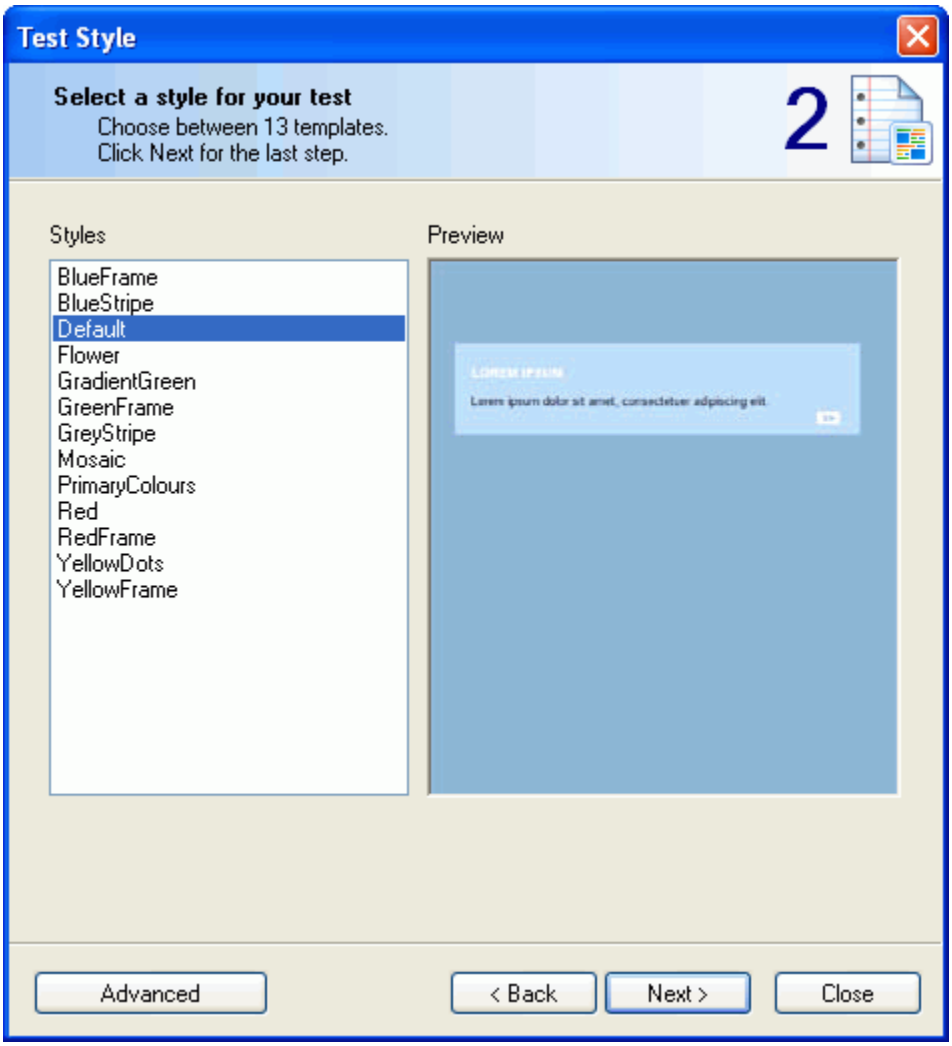
© 2007

3.3.2.3 Preview Question

Click ‘Preview’ to validate how the question will appear on the Attendee desktop.

© 2007

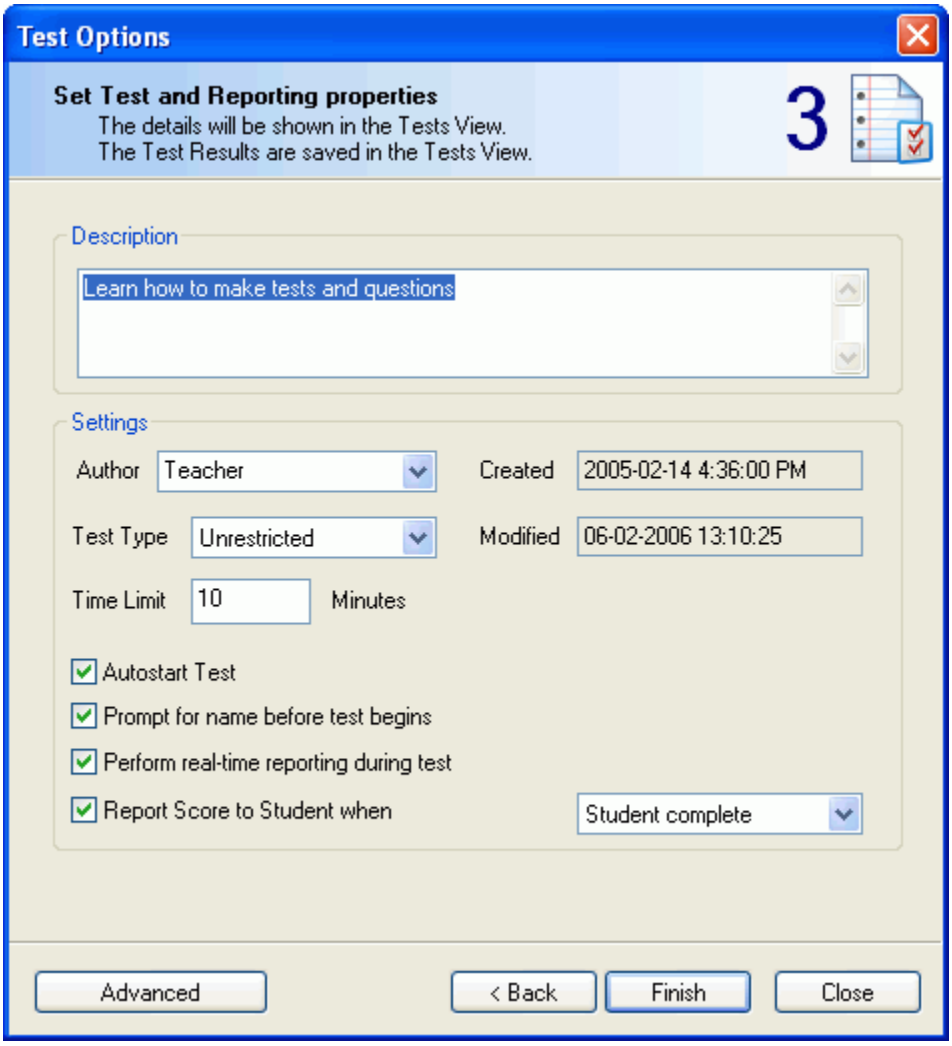
3.3.3 Using the Test Wizard - Step 2



The finishing touch of the test is the style or skin. NetOp Instruct has a number of styles to choose from.

© 2007

3.3.4 Using the Test Wizard - Step 3



The third and last step is to set the global settings for the test.

A global setting apply for the entire test

Author	Enter a name or pick one from the drop-down list with known Instructor names. There are more ways to get a name here: Select Tools > Options > Instructors. See Instructor Name, Instructor Profiles and Instructor Profiles and Windows Authentication.
Test Type	Two test types exist: 1. Restricted: The attendee will have to follow the question sequence - and cannot return already answered questions. 2. Unrestricted: The attendee may jump from question to question, regardless of sequence. Questions are editable until the test is submitted or runs out of time.
Time Limit	Enter the duration of the test. When the time expires the test will be terminated and sent to the Instructor computer.

© 2007

☑ Checkmarking 'Autostart Test' causes the test to start automatically when all Attendee computers are ready.

☑ Checkmarking 'Prompt for name...' causes a dialog window to open where the attendee has to enter his / her name before the test can start.

☑ Perform real-time reporting during test. In the Details View all attendees being tested are listed.

See Running the Test.

☑ Report Score to attendee when:
1. Test complete is the default selection. The attendee will have the final score when the test ends (Time Limit).
2. Attendee complete. The attendee gets the final test score when the test is submitted or stopped by the instructor.

3.3.5 Advanced

You can approach creating the test in two ways: The Wizard or the Test Designer.

The Test Designer lets you access and customize the test on every level from a single screen.

Advanced Click to open a new window that contains all the questions you have created.

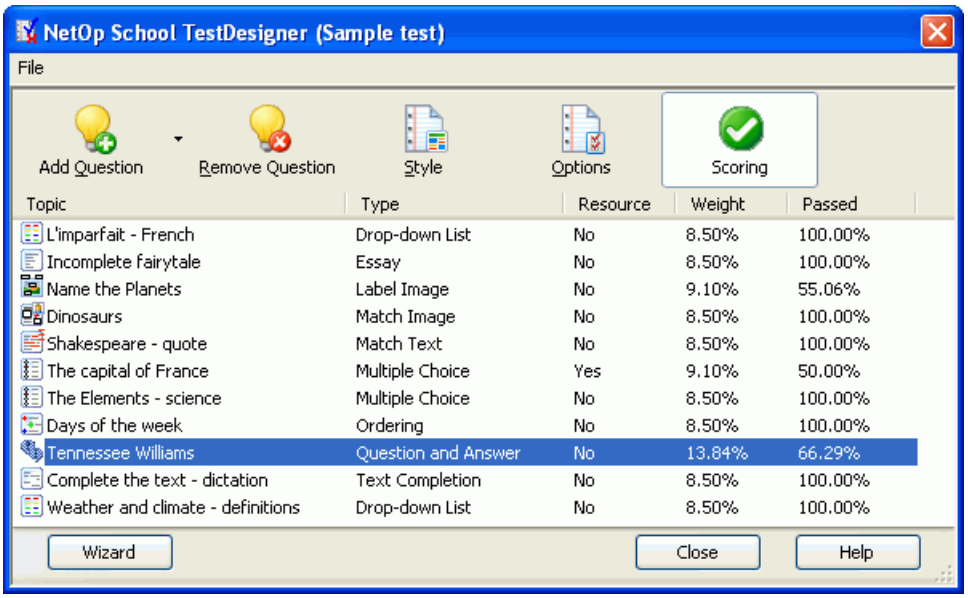


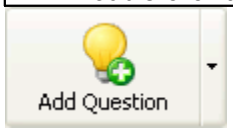
Image 3.4: The Test Designer window.

The Test Designer window has a number of actions and features that will ease the creation of tests:
1. Fast overview of questions and their properties.
2. Double-click a question to view it in details.
3. See which weight the question has in comparison with the other questions.
4. See the threshold of passing a question.

See: Scoring

Click to re-open the Test Wizard in Step 2.

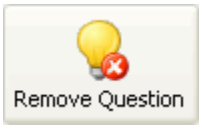
Hint: Double-click to edit a question and right-click to delete it.



Click this to add a new question to the list.

NetOp Instruct remembers the last question-type.

Pick another question-type by clicking the down-arrow.

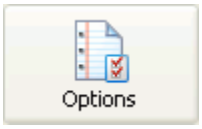


Select a question from the list and click this to delete it.

Click this to change the look of the test.

Hint: The selected style works globally for all questions in the test.

See: Using the Test Wizard - Step 2



Click this to set or modify the global test settings in stage 3.

See: Using the Test Wizard - Step 3

Click this to open a table which allows you to score each question in the test.

See: Scoring

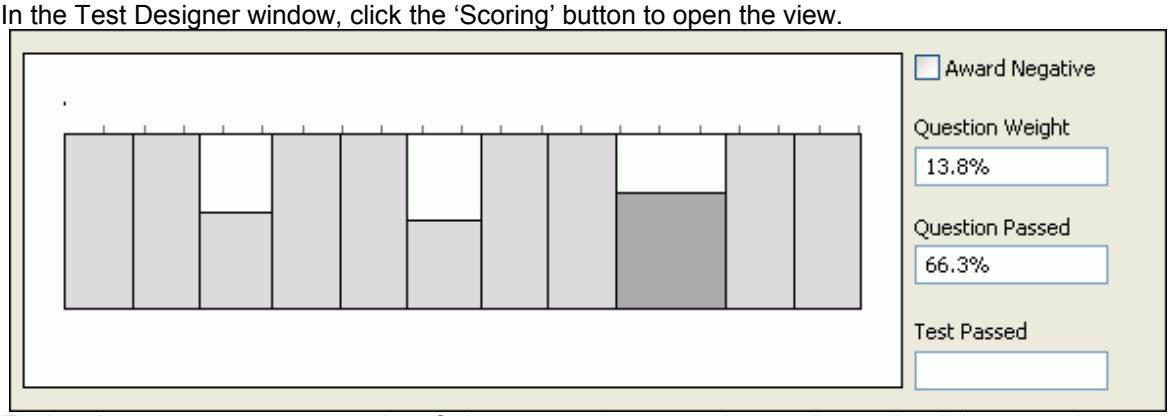
3.3.5.1 Scoring

In the Test Designer window a graphic visualization of the entire test can help you to gain overview and ideas to fine-tune the test.

The questions are per default scored equally and balanced (e.g. ten questions each representing 10%).

Follow these steps:

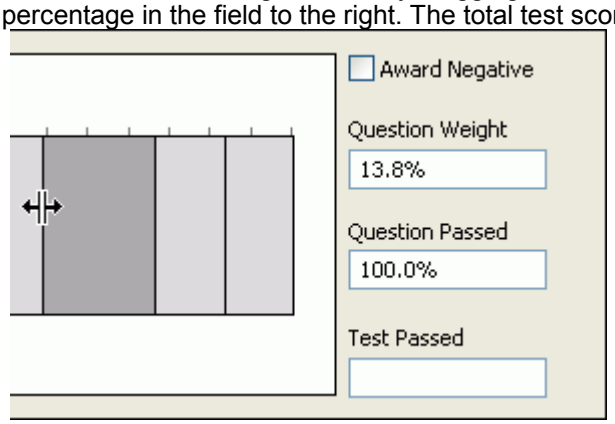
1. In the Test Designer window, click the 'Scoring' button to open the view.



2. Each column represents a question. Select a question to see its passing and weight properties. When selected the question is high-lighted in the Test Designer.

© 2007

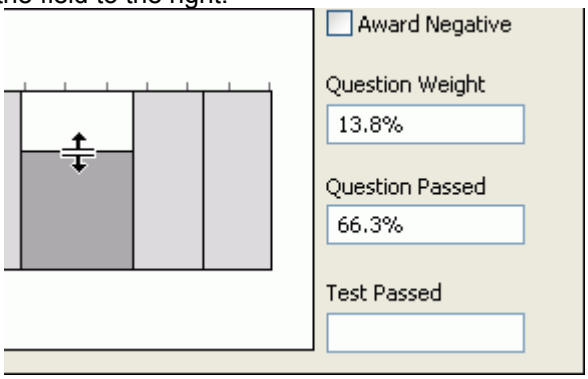
3. Set the ‘Question Weight’ either by dragging the border to the left or the right or by entering a percentage in the field to the right. The total test score always is 100%.



Once the weight of a specific question has been changed its value is locked. Changing another question’s weight will not affect it. The remaining questions are equalized within the 100%.

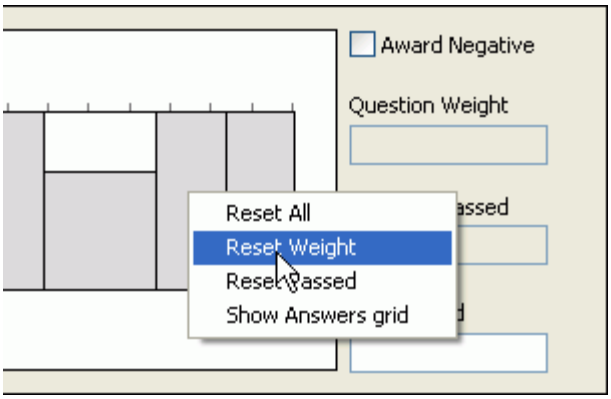
Reset question values from the Right-click Menu.

4. Set the ‘Question Passed’ either by dragging the border up or down or by entering a percentage in the field to the right.



Altering the passed question threshold allows you to create a ‘two out of three’ scoring. The passing criterion is only linked to one question. To ease the operation, add ‘Answers grid’ from the Right-click Menu.

Right-click Menu



© 2007

3.3.6 Running the Test

Once the test is started, part of your task is to monitor each attendee: Are they having trouble, showing slow progress, experiencing computer problems?

Test has its own real-time reporting view:

The Test Monitor will constantly compare the attendees' answers with the correct answer, as given by the instructor while creating the questions.

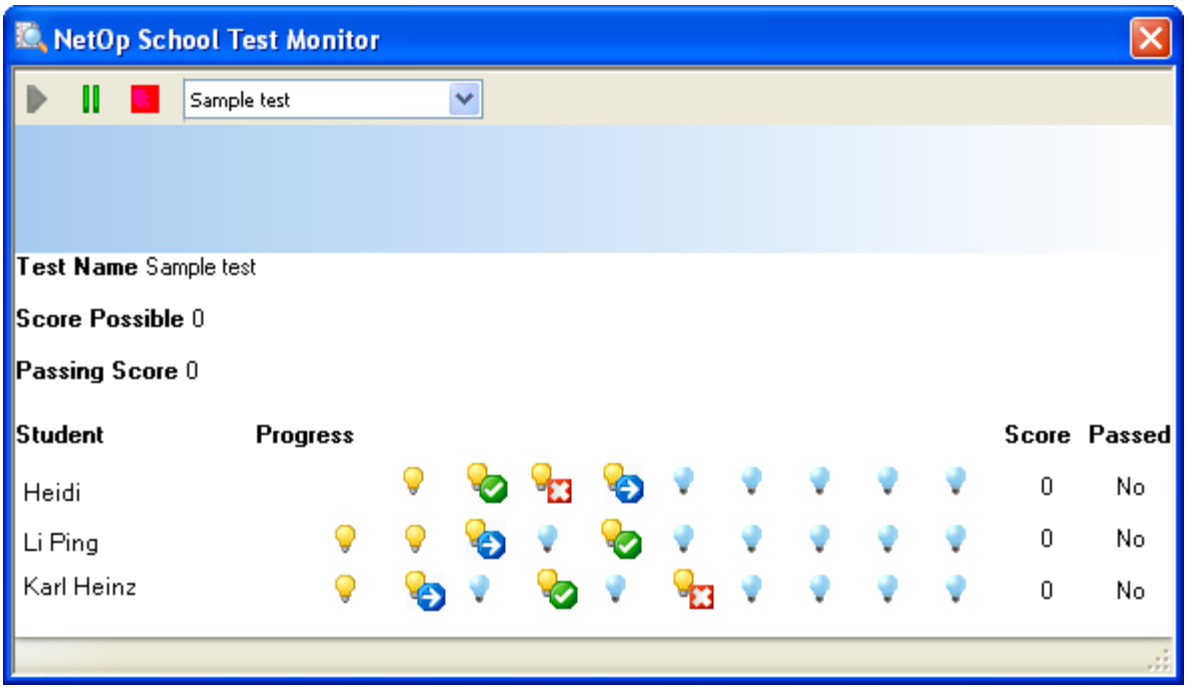
If the questions were prepared with scores, this, as well, is constantly updated - and all the time shown in the Test Monitor:

- Not viewed
- Viewed - not answered
- In progress
- Answered correctly
- Answered incorrectly

Double-clicking an attendee record will allow you to monitor the Attendee computer's screen. From there you are also able to take over control of the attendee.

There are three control buttons and a drop-down list on the Test Monitor - 'Start', 'Pause' and 'Stop'. The buttons are used to control the test presently shown in the drop-down list.

© 2007



The drop-down list is used when you have several simultaneous tests running. You might have decided that the attendee group consist of two fractions: Advanced and normal level. Then it is possible to create and tests simultaneously with differentiated contents.

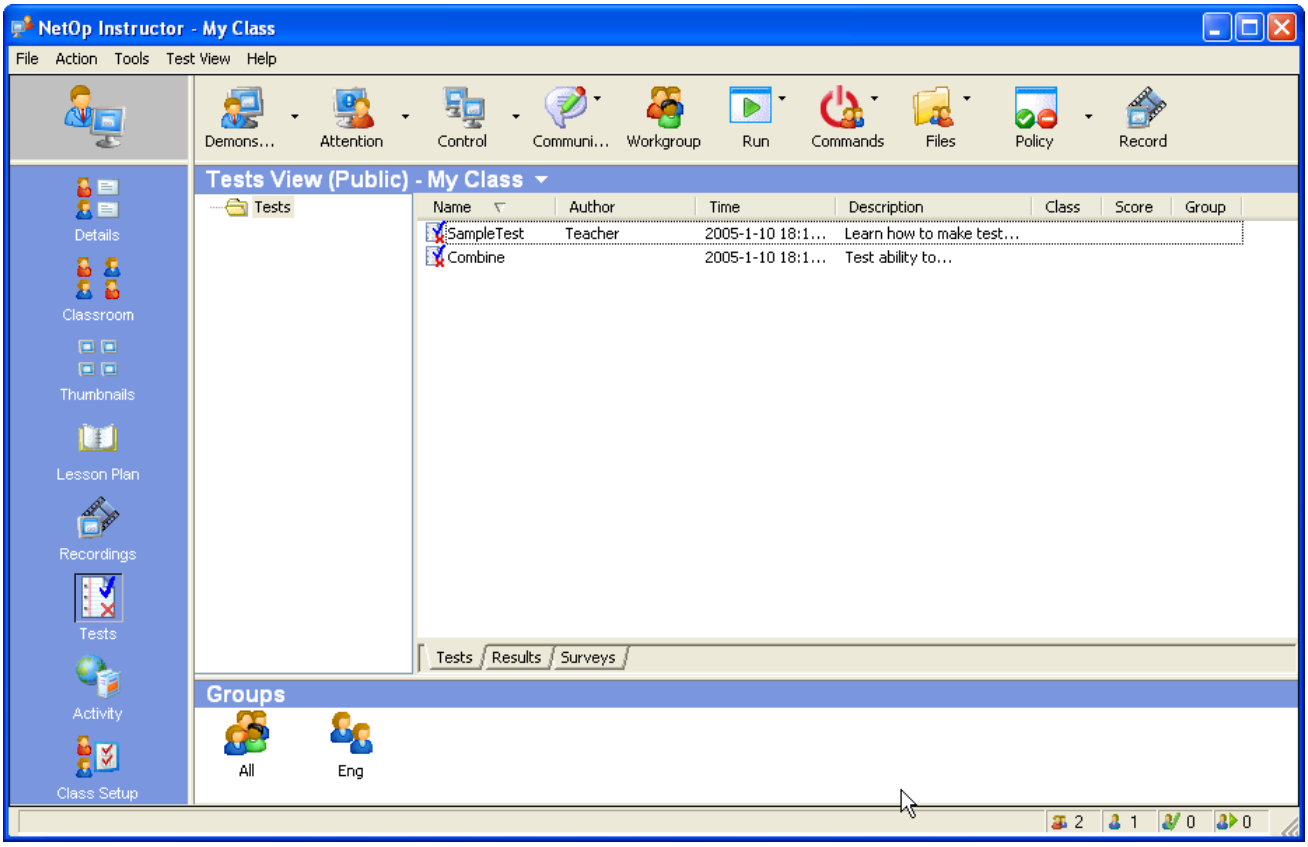
All simultaneously running tests are shown in the same Test Monitor.

To monitor the progress and to control the tests, simply use the drop-down list to jump between them.

See: Tests View, Begin a Test, Advanced, Create Group and Assisting Attendees

© 2007

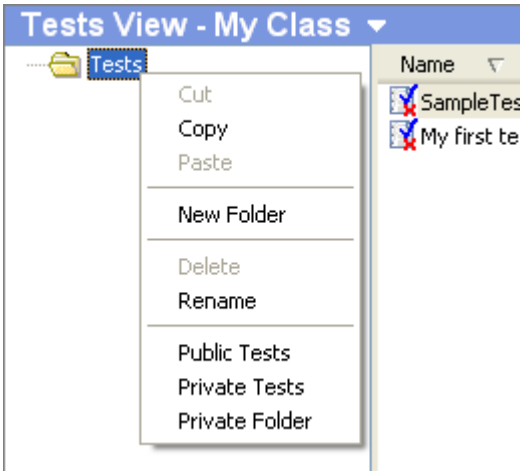
3.3.6.1 Tests View



In Tests View, tests are displayed as records that can be organized in Public or Private folders. Create and edit the tests on the Instructor or run tests on the connected Attendees from this view.

See: Folders

3.3.6.1.1 Folders



© 2007

The instructor can by default create tests in three folders:

Public Tests — Per default all tests are created and saved in the public folder (All Users), which means that all instructors who have access to NetOp Instruct can see all tests and test results.

Private Tests — If an instructor chooses to save tests and scores privately, these will be saved under the instructor's Windows user profile.

Private Folder — Finally, it is possible to create a folder on available disk drives - by default NetOp instruct points to

```
C:\Documents and Settings\<user>\Application Data\Danware Data\
Instructor\<New folder>\<Test name>
```

- or anywhere the Instructor wishes.

Note: The 'Application Folder' usually is hidden.

Follow these steps to make it visible:
1. Go to Documents and Settings > All Users.
2. Select 'View' from the Explorer menu - and 'Folder Options' opens.
3. Select the 'View' pane, select '¤ Show hidden files and folders' and click 'Ok'.
4. Now you are able to open Application Data > Danware Data > NetOp Instruct > Instructor > Tests

See: Tests View

3.3.6.2 Begin a Test

There are several ways of starting a test. In the following the different methods are described.

Group Start Test

Run Test

Single Attendee Start

3.3.6.2.1 Group Start Test

Follow these steps:
1. Go to the 'Tests View'.
2. Select a test and drag it to a 'Group' in the 'Groups' pane at the bottom of the 'Tests View'.
3. The test begins on all present Attendee computers of the selected 'Group'.

Hint: It is possible to run several tests simultaneously.

See: Begin a Test

3.3.6.2.2 Run Test

Follow these steps:
1. Select the attendees - typically a 'Group'.
2. Click 'Run' in the menu.
3. Select a test from the 'Run Test'. All tests are listed.
4. The test begins on all present Attendee computers of the selected 'Group'.

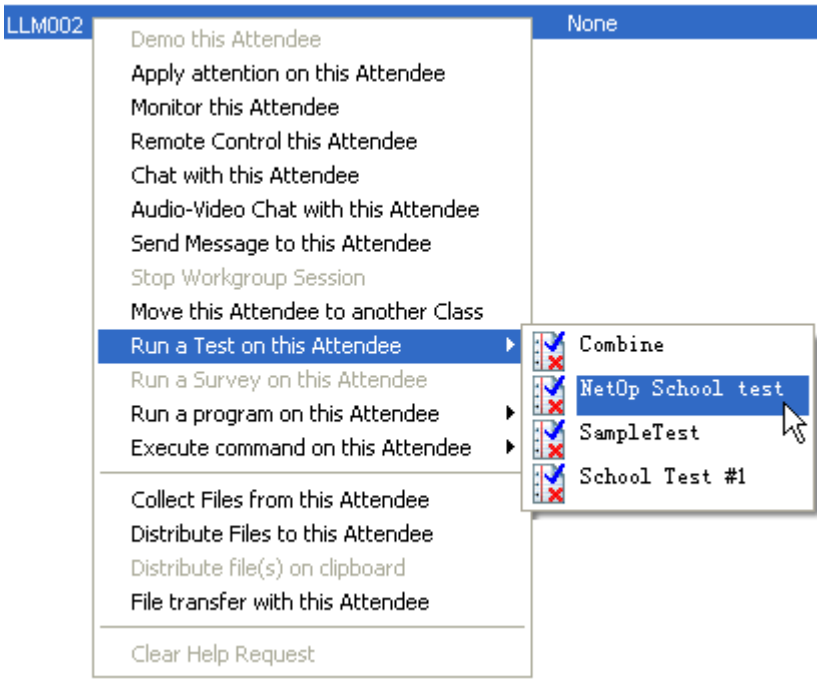
See: Begin a Test

3.3.6.2.3 Single Attendee Start

Follow these steps:
1. From e.g. 'Details View', right-click an attendee.
2. From the pop-up menu select 'Run a test on this attendee'.

© 2007

3. A selection menu opens > Select a test.

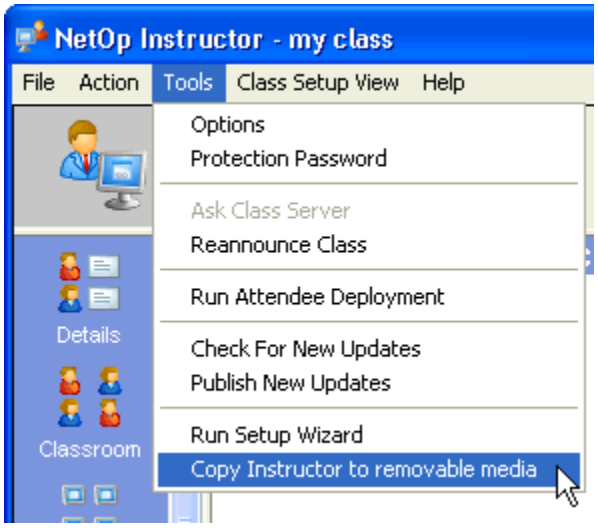


See: Begin a Test

3.3.7 Copy Instructor to Removable Media

This feature allows you to take your own copy of NetOp Instructor with you anywhere you go!

Follow these steps:
1. Insert the USB in the computer.
2. Create a folder on the USB.



© 2007

3. Select Tools > Copy Instructor to removable media.
4. The file transfer commences immediately.
5. When the file transfer ends, remove the USB.

Now, you can prepare tests and manage Attendees, files etc. on any Windows computer.

Note: Approximate size of NetOp Instructor is +/- 40 MB.

See: Designing Tests

4 Daily Use - Attendee

The following chapter takes you through a wide variety of everyday tasks.

Tests

Locked Keyboard and Mouse

Communication

NetOp Marker Utility

Internet access

Program Access

Assistant Instructor Functionality.

First, you should find out how your Attendee application has been set up, because it gives you different possibilities.

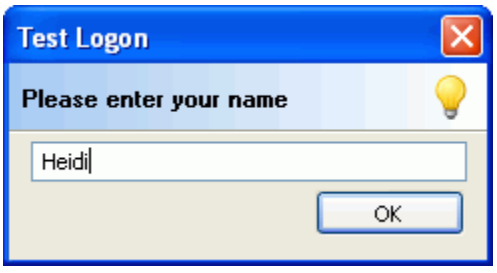
There are two basic ways:

1		Visible mode	If the NetOp Attendee Window is minimized, double-click the two attendees. The window opens and you have access to Attendee specific actions.
2		Stealth mode	If NetOp Attendee runs in Stealth mode, you have but one option. Double-click the buoy and write a question in the 'Help Request window'.

See: Attendee Window

4.1 Tests

Tests are started by the instructor and open by themselves. The only thing you have to do to begin answering is to enter your name.



When you have entered your name and clicked 'Ok' you are ready to take the test.

© 2007

Both tests and questions can have time limits.

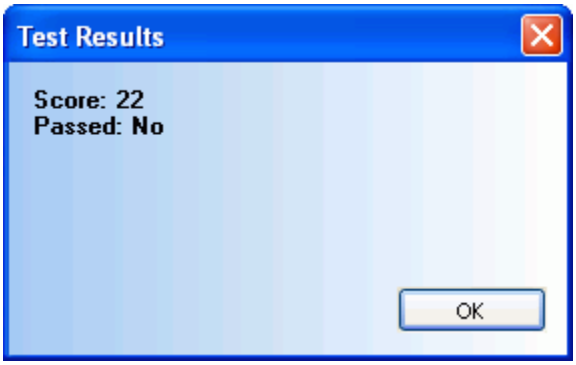
There are two types of tests:

Unrestricted Test

Restricted Test

Warning! If you click the ‘ Close’ button on the on the Test window you will be prompted to confirm that your test shall terminate.

When you submit the test you will receive an auto-generated test result:



It is up to you whether you answer all the questions or submit without answering all the questions.

Bear in mind that a test can have a time limit. If the time limit is exceeded the test will terminate automatically. Questions can have time limits as well. If the time limit is exceeded on a question the test will proceed to the next question.

See: Daily Use - Attendee

4.1.1 Unrestricted Test

This test type allows you to skip a question and return to it at a later stage. It is also possible to return to an already answered question to change your answer.

If you wish to submit your test before the time limit, go to the ‘End and Submit Test’ page.

Hint: Use the ‘Cover Page’ to refresh your memory of the test instructions.

See: Daily Use - Attendee

4.1.2 Restricted Test

This test type forces you to answer the questions sequentially. You are neither able to return to an already answered question at a later stage nor are you allowed to answer the questions at random.

See: Daily Use - Attendee

4.2 Locked Keyboard and Mouse

While the instructor is doing a demonstration your keyboard and mouse will be locked.

During a demonstration you may have a tool box that allows you to:

© 2007

- Request microphone during chat.
- Communication
- Request keyboard control - ask to take over the demonstration

This may also happen if the instructor decides to remote control you because you are missing a file or your computer does not work correctly.

Your keyboard and mouse may also be locked by the Instructor during a remote control session.

Hint: See Options - Protection to learn more about Attendee Protection.

See: Daily Use - Attendee

4.3 Communication

As an attendee you have the possibility to communicate with your peers and instructor - but the communication has to be initiated by the iInstructor. The only way an attendee can begin communication is by clicking the 'Lifebuoy'.

There are four ways to communicate of which you only can initiate 'Help Request':

Request Help

Message

Chat

Audio/Video Chat

Invitation

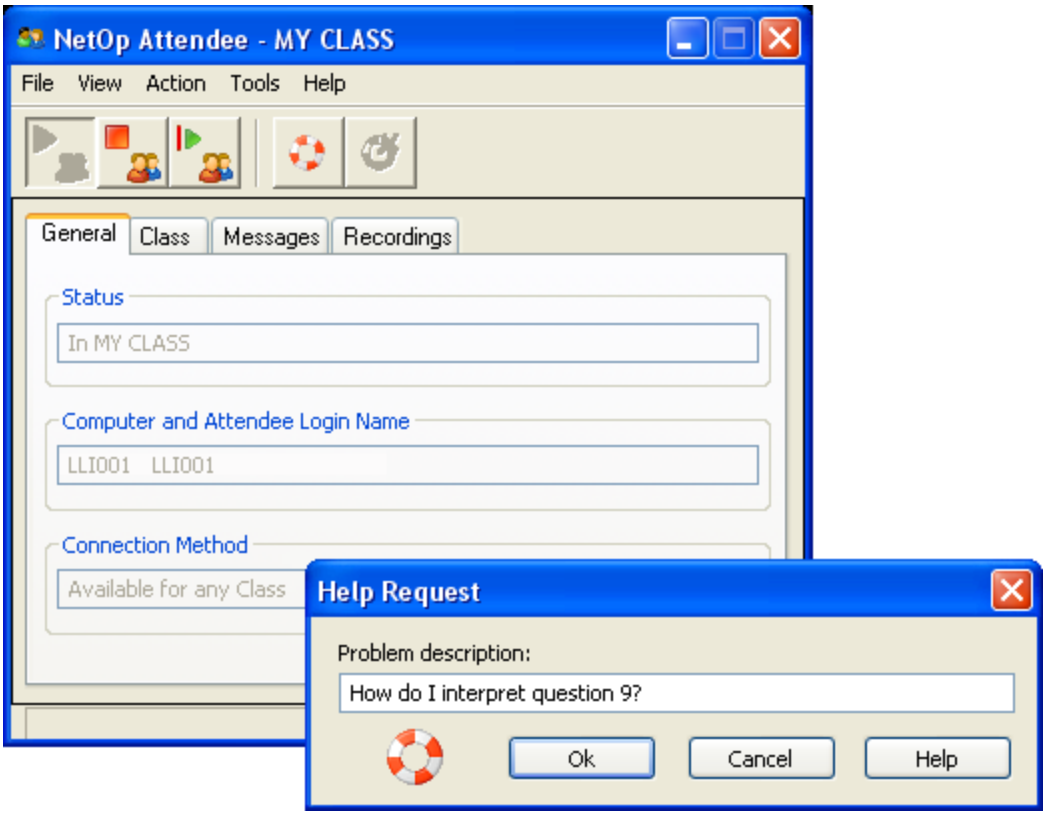
4.3.1 Request Help

The lifebuoy is the symbol to look for if you are in trouble.

If you run in Stealth mode look for the lifebuoy in the Tray. Double-click it to open the dialog box. Write the question and click 'Ok' to send it to the Instructor.

If you are running in Visible mode either click the lifebuoy button or select Action > Request help to launch this dialog:

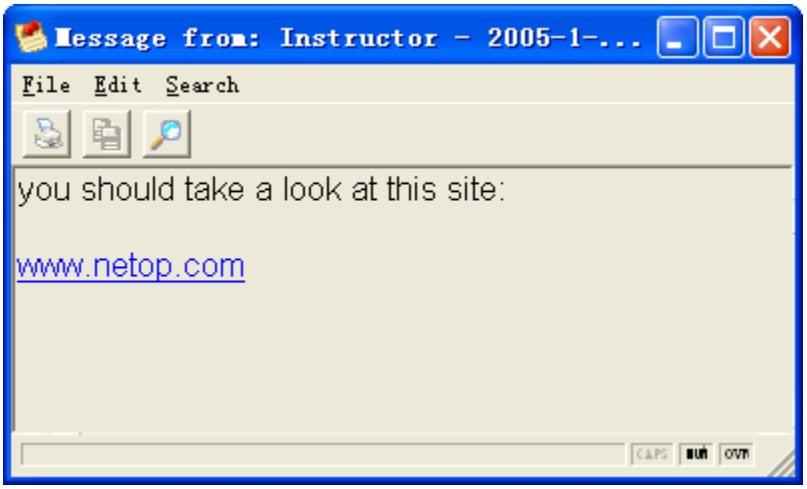
© 2007



If you resolve your problem before the instructor has had an opportunity to get back to you, click the 'Cancel Help' button.

See: Options - Help Request

4.3.2 Message



The message usually is used by the instructor for replying the 'Help Request' sent by you.

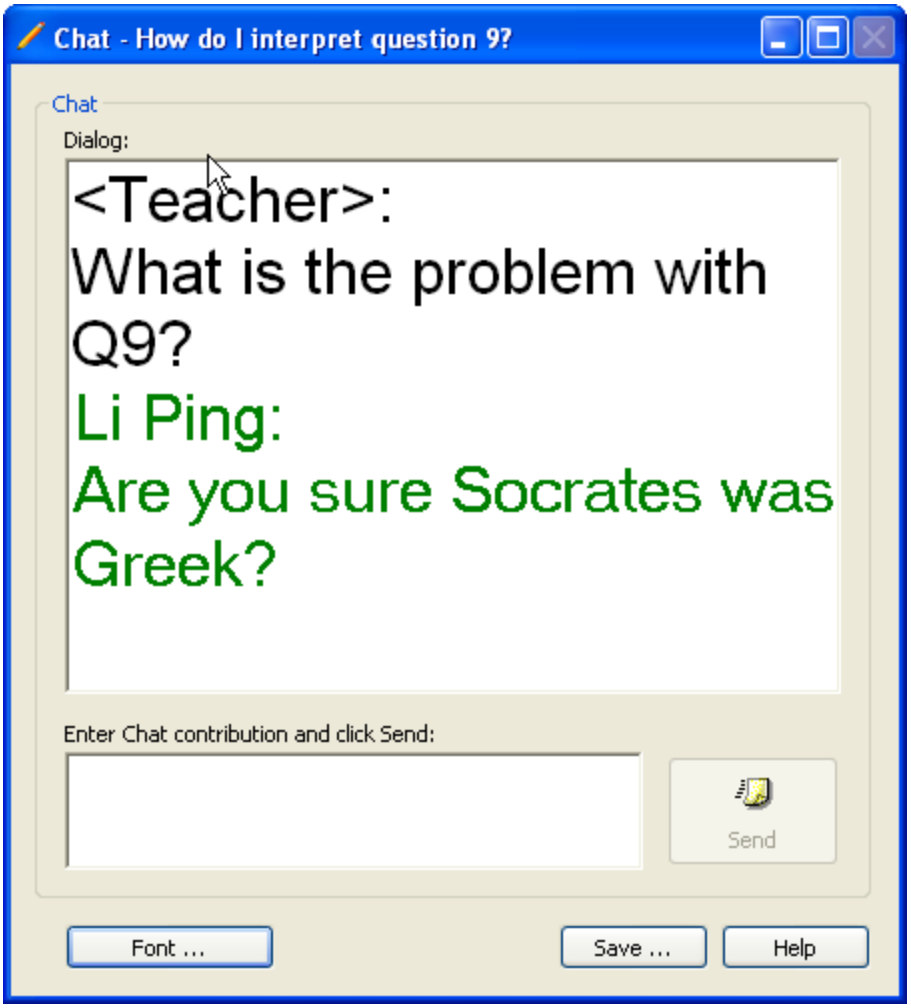
© 2007

It is not possible to relay the message to other persons.

It is possible to save, print and delete messages.

See: Attendee Window - Tabs and Messages Tab

4.3.3 Chat Attendee



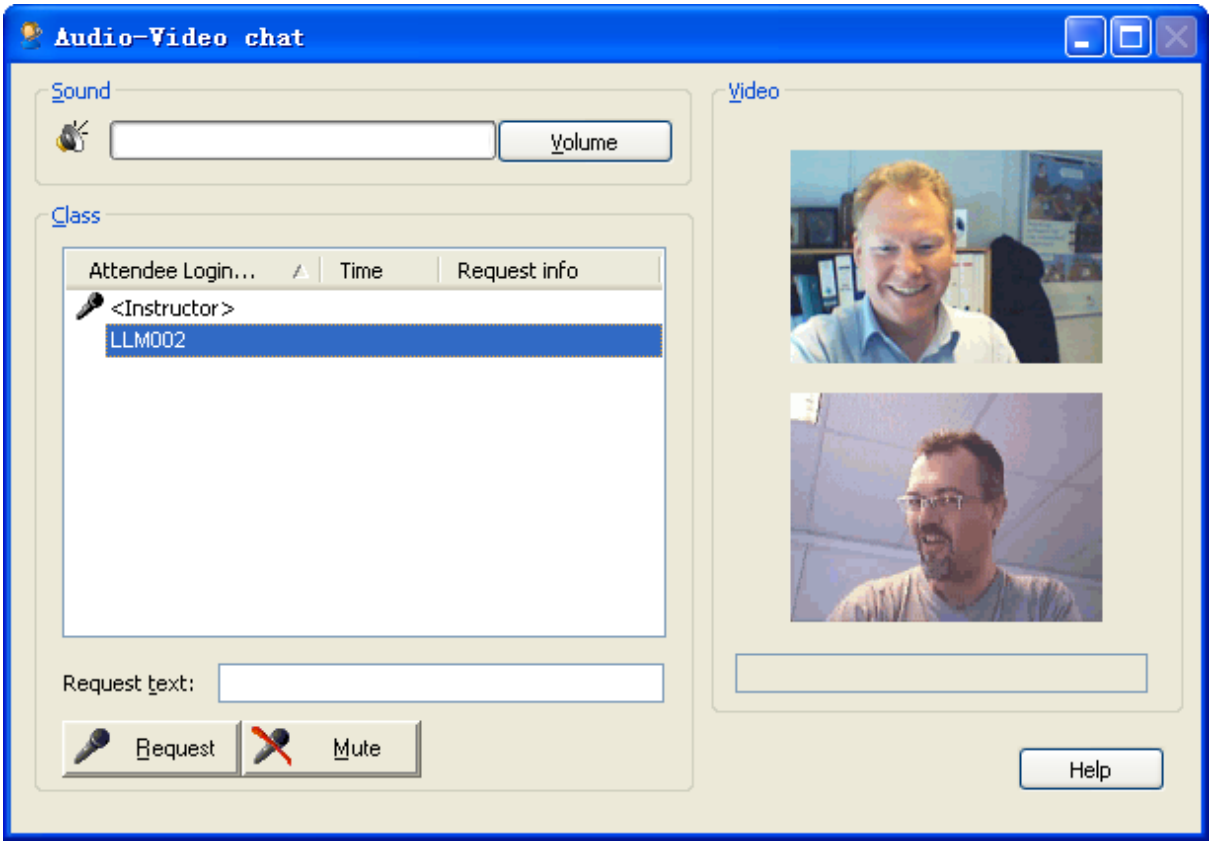
The chat window can only be started by the instructor - usually as a consequence of a 'Help Request' sent by you.

To personalize your chat you can change the font.

You can save it to a folder or removable memory.

© 2007

4.3.4 Audio/Video Chat



The audio chat allows you to talk to the instructor - or if the instructor selects ‘Open Discussion’ - you may talk to any of your fellow attendees.

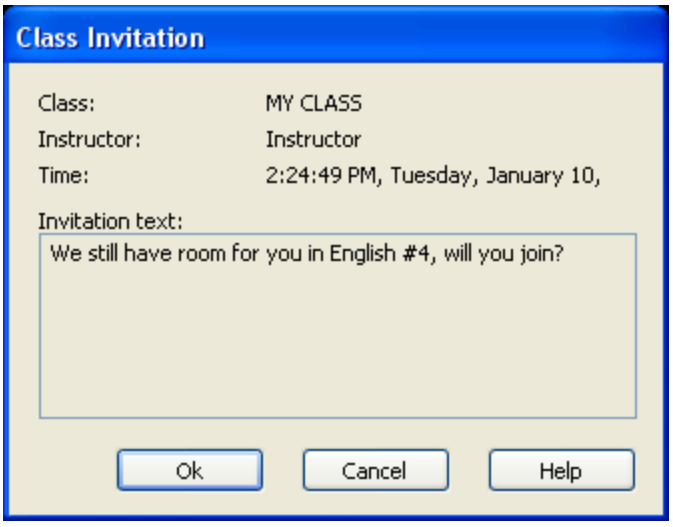
The microphone placed to the left of an attendee indicates who can talk.

If you have a web cam video chat is possible as well.

4.3.5 Invitation

If your attendee is set up to be ‘Available to any class’ you will be asked to join classes via this dialogue:

© 2007



Click 'Ok' to join and 'Cancel' to pass the invitation.

To setup this go to Options - Class and select 'Be available to any class'.

4.4 NetOp Marker Utility

NetOp Marker Utility allows both the Instructor computer and the remote controlled Attendee computer to draw and write on the Attendee screen.

The attendee cannot initiate this feature. It only opens if the attendee is remote controlled and the instructor decides to start the Marker Utility.

Note: The texts and lines 'float' over the desktop. If other applications are opened texts and lines remain on top.

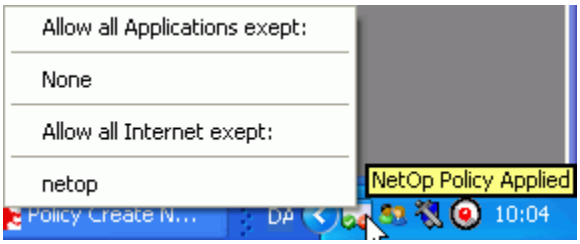
See: NetOp Marker Utility

4.5 Internet access

The instructor can apply policies to control Internet access. Depending on the nature of the Policy the Internet access may:

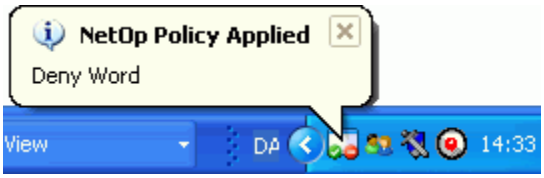
- be unavailable. You may be able to start the Internet browser but you will not be able to open any webpages.
- be limited. Only some Instructor-defined web-pages are open.
- be fully open.

© 2007



4.6 Program Access

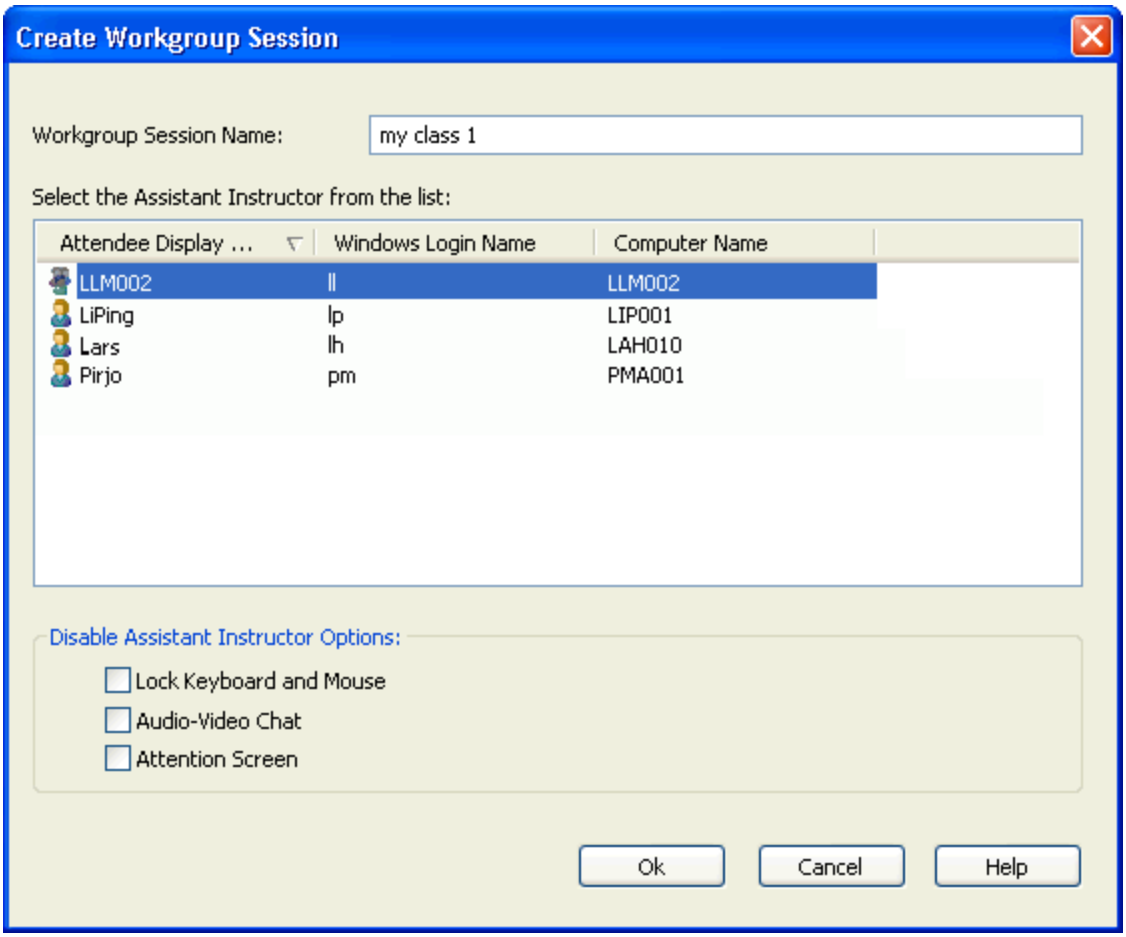
The instructor can apply policies to control Program access. Depending on the nature of the Policy, some programs may be unavailable. Clicking the Policy icon in the tray will reveal the contents of the applied policy.



4.7 Assistant Instructor Functionality

The instructor puts together the Workgroup and appoints one Attendee to be Assistant Instructor. The Assistant Instructor heads a Workgroup.

© 2007



Follow these steps:
1. Select Attendees from Details View.
2. Click the Workgroup button.
3. Select an Attendee to head the workgroup.
4. Click ‘Ok’.
5. The selected Attendee acts as an Instructor.

Note: The Assistant Instructor will have most of the Instructor functionality, unless decided otherwise by the Instructor.

See: Workgroup Button

5 Handling NetOp Instruct

This chapter explains how to configure and use your NetOp Instruct.

Main sections: Instructor Buttons, Options, Attendee Window and Security

© 2007

5.1 Instructor Buttons

If an Attendee has been selected the ten buttons are available ('Record' button is always available even though no Attendee is selected).

Below is a short description of each button.

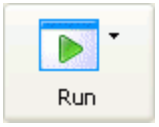
Demonstrate Button

Attention Button

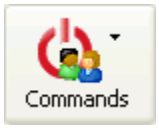
Control Button

Communicate Button

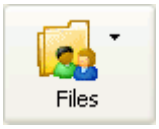
Workgroup Button



Run Button

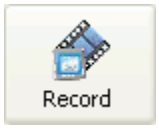


Commands Button



Files Button

Policy Button



Record Button

© 2007

5.1.1 Demonstrate Button

The Demonstrate Button is used for demonstration purposes. Generally, the demonstration originates from the Instructor, except 'Attendee Desktop' that will let the class see a selected Attendee's screen.

Change behavior or add elements to the down-arrow menus under Demonstrate-Options.

The down-arrow button have seven different ways of demonstration:

Display the Instructor desktop on Attendees. To stop the demonstration, click the End Session button from the Session Control - <Instructor> control panel.

Display a specified section of the Instructor desktop on Attendee computers. Select Options from the Demonstrate menu and click the Area button. A red square appears on top of the screen. The red square can be moved and resized. Click 'Ok' in the Options window to select the area that will be displayed to the Attendees, next time this action is selected.

Run a specified media file on the Instructor and Attendees. If you have added a media file in the Options you can play it on the Attendee computers.

Run a media file residing on a specified Internet address. In the Demonstrate menu click Options to add a web-address. Once the web-address has been added, it is possible to select this from the menu.

Play an Instructor desktop recording on the Instructor and display it on Attendees.

See: Record Button

If the Instructor computer uses multiple monitors, display the screen image of one of them on Attendees.

Display the desktop of a specified Attendee on the Instructor's and Attendees' computers.

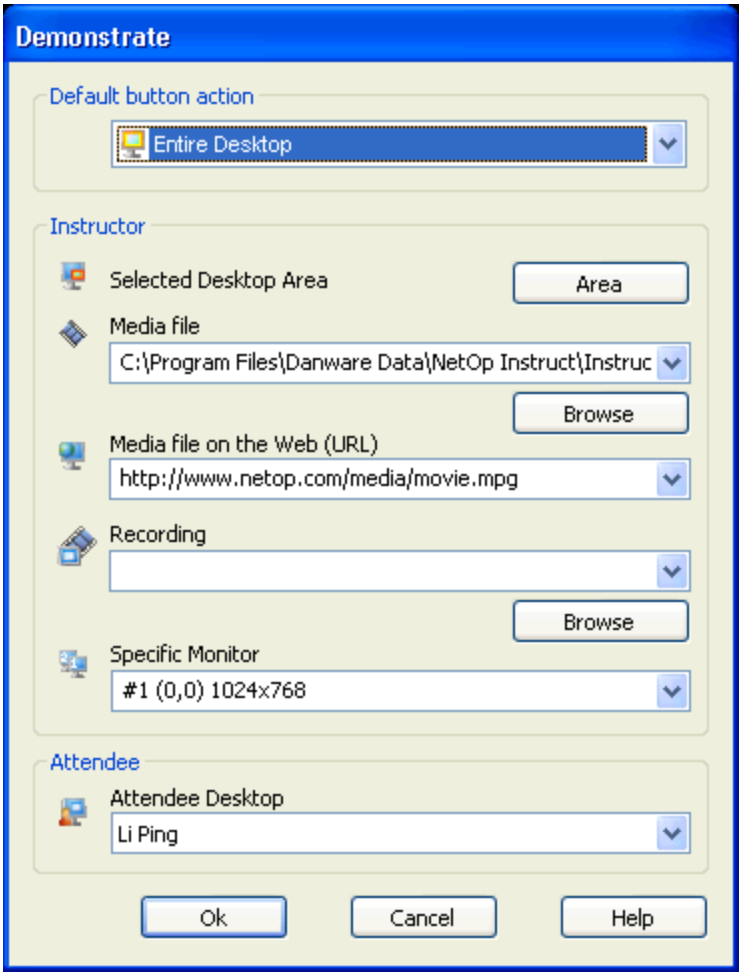
Clicking this opens the Options window.

See Options - Demonstrate.

See: Demonstrate.

© 2007

5.1.1.1 Options - Demonstrate



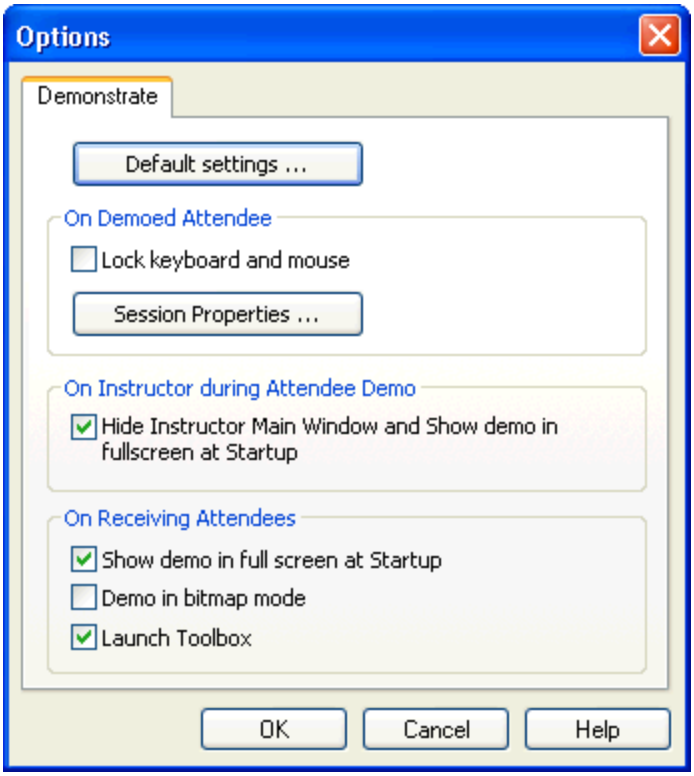
From the Options window you are able to set and select a number of different default values to demonstrate a subject. See above for more details.

Default button action	Select which function is to be used when the Demonstrate button is clicked. Default is 'Entire Desktop'.
Selected Desktop Area	Click the 'Area' button and a red frame appears. Size the frame and click 'Ok'. The size and position is the new default 'Selected Desktop Area'. Only what is inside the frame is shown to the Attendees
Media file	Select one or more files (Browse). Your choices will form a list under Demonstrate > Down-arrow button > Media File >.
Media file on the Web	Enter the specific URL of one or more files on the web. Your choices will form a list under Demonstrate > Down-arrow button > Media File on the Web >.
Recording	Select one or more files (Browse). Your choices will form a list under Demonstrate > Down-arrow button > Recording >.

See: Demonstrate and Demonstrate - Other options

© 2007

5.1.1.2 Demonstrate - Other options



Default Settings	Click this to go to Options - Demonstrate.
On Demoed Attendee	Checkmark this to lock keyboard and mouse on the Attendee who is demonstrated on other Attendees. See: Session Properties Control.
On Instructor during Attendee Demo	Checkmark this to hide the Instructor interface and see the demonstration of the selected Attendee in full screen on the Instructor's computer as well
On Receiving Attendee	There are three options for the Attendee on the receiving end: 1. Checkmark this to let the demonstration fill the entire screen. 2. Checkmark this if you want to transfer the Instructor screen image to Attendees receiving a desktop demonstration as a bitmap image. 3. Checkmark this if you will allow the Attendees to interject comments.

Hint: The default command mode screen image transfer is fast. With certain hardware/application combinations, command mode cannot transfer certain screen image details. If important screen image details are missing on Attendees when demonstrating, using bitmap mode transfer should remedy the situation. However, bitmap mode transfer is slower than command mode transfer.

See: Demonstrate, Demonstrate Toolbox - Attendee and Options - Demonstrate

© 2007

5.1.1.3 Demonstrate Toolbox - Attendee

The toolbox that the Attendee sees during a demonstrate session if the option, ‘Launch Toolbox’ is checked in Options.

Give the control to the Attendee from the drop-down list from the ‘Screen Control’ menu bar on your screen. The selected Attendee has control (the ‘chalk’) of your computer until you press CTRL and release the ‘Pass the Chalk-button’.

The attendee can click this to request the microphone. The button is only active during an Audio Chat session.

The attendee can click this if she has trouble understanding the demonstration.

The attendee can click this to request control of the keyboard used for the present demonstration.

The attendee can end her own demonstration by clicking 'Pass the Chalk'.

See: Locked Keyboard and Mouse and Options - Demonstrate

© 2007

5.1.1.4 Session Control

Using the various options in Demonstrate opens a control bar which contains a number of functional buttons described below.

End session.

Toggle full screen/window on Instructor. This button is only active during a demonstration of an Attendee. Toggle between Full screen and Window.

Start/stop audio. Clicking this will broadcast sounds or music to all connected computers.

Start/stop audio chat.

Start/stop NetOp Marker Utility. The Marker Utility enhances you toolbox with the possibility to draw lines and circles on a remote controlled Attendee computer. Furthermore, it is possible to write directly on the Attendees' screens.

See: NetOp Marker Utility.

Toggle full screen/window on Attendee.

Toggle between Full screen and Windowed mode for the demonstration on the Attendees.

- Full Screen locks keyboard and mouse.
- Windowed mode allows Attendees to have control of keyboard and mouse - except inside the Instructor's Demonstrate window.

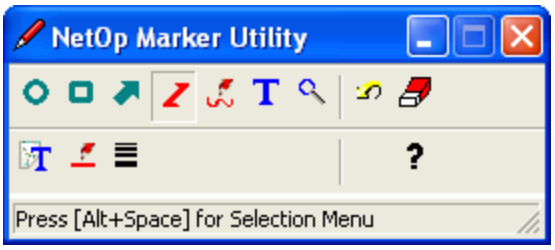
Pass the Chalk to the Attendee. Click this to pass the control of your keyboard and mouse to an Attendee from the drop-down list.

To regain control, press CTRL on your keyboard and click this button.

Note: If this does not work, click the button and select an attendee from the list.

© 2007

5.1.1.4.1 NetOp Marker Utility



NetOp Marker Utility allows both the Instructor and the remote controlled attendee to draw and write on the Attendee screen.

Note: The texts and lines 'float' over the desktop. If other applications are opened texts and lines remain on top.

The Marker Utility consists of drawing and text tools, and editing.

	Draw ellipses.		Magnify a certain area.
	Draw rectangles.		Undo last action.
	Draw arrows.		Erase everything that was drawn and written.
	Draw straight lines.		Change text color.
	Draw freehand lines.		Change line color.
	Insert text.		Change line thickness.

© 2007

5.1.2 Attention Button

The Attention Button can be used to catch the attention of any number of attendees. 'Attention' locks keyboard, mouse and screen of the selected attendees. The default behavior of the button is to show a bitmap.

Change behavior or add elements to the drop-down menus under Options - Attention.

The down-arrow button reveals four different ways to focus the attention:

Selecting ‘Bitmap’ displays the selected bitmap on all selected attendees, provided that the bitmap resides in the same place on Attendee as on Instructor.

Note: Only bitmaps can be used.

Selecting ‘Text’ displays the text that was entered in the Options - Attention 'Attention Text' section on all selected Attendees.

Note: The text can have a character-count of approximately 100.

Selecting ‘Text File’ displays the contents of the selected text file on all selected Attendees.

Only text documents (.txt) can be used.

Note: The text can have a character-count of approximately 100.

Selecting ‘Web page’ displays the web page that was entered in the Options - Attention 'Web Page Address' field on all selected Attendees.

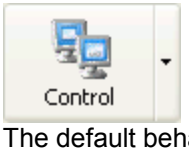
Any address format is applicable.

Note: It is not possible for the Attendees to navigate the webpage.

Clicking this opens the Options - Attention window.

See Options - Attention.

5.1.3 Control Button



The default behavior of the button is to start a Remote Control. Change behavior under Control-Options.

The down-arrow button reveals two different ways to assist Attendees:

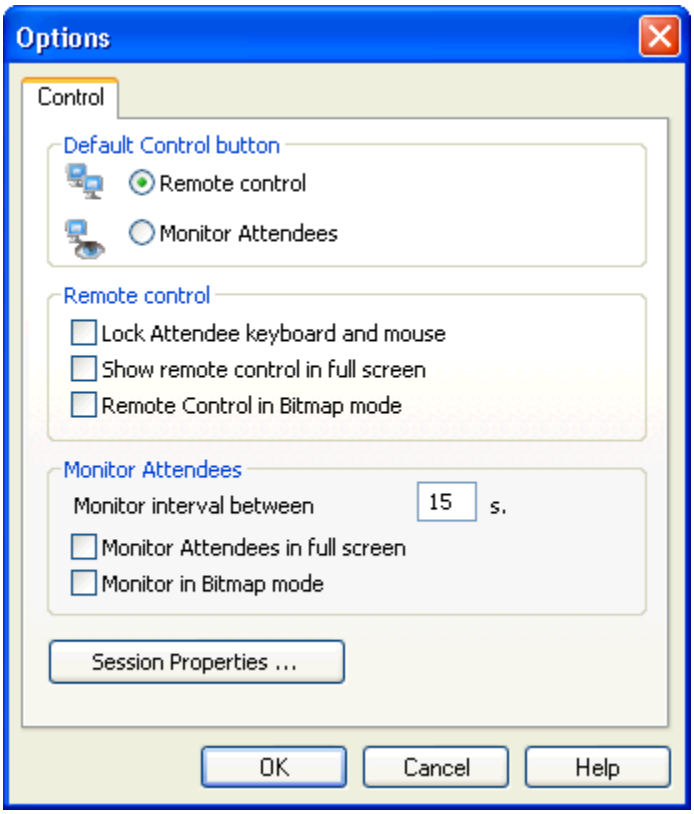
Remote control an Attendee. Up to ten Attendees can be remote controlled at the same time.

Display selected Attendees' screen images sequentially with the option to switch to remote controlling the Attendee whose screen image is displayed.

Clicking this prompts you for a password to open the Options window.
See Options - Control

© 2007

5.1.3.1 Options - Control



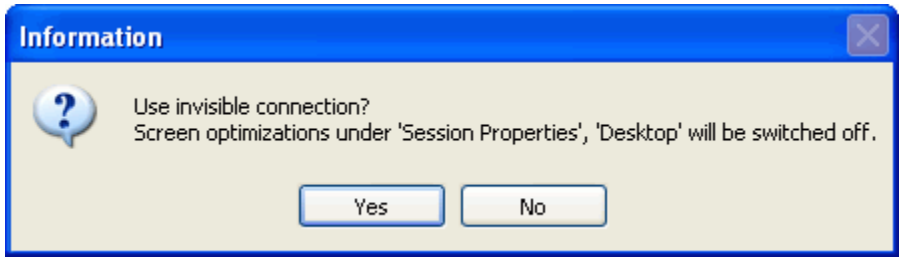
The Options window allows you to set up basic defaults determining how the Control actions work. There are three main settings:

Default Control Button	Select whether Remote Control or Monitor Attendees should be the selected action.
Remote Control	Select the remote control settings.

Note: Select bitmap mode if you want to grab screen information that is normally not transferred to the Windows Graphics Device Interface (GDI).

Monitor Attendees	Set cycling interval time here.

Note: Select 'Monitor in Bitmap mode' and click 'Yes' if you wish to perform invisible monitoring of the selected Attendee computer.



See: Session Properties Control and Desktop.

See: Advanced User's Manual, Options - Control.

© 2007

5.1.3.1.1 Session Properties Control

The Session Properties mainly focuses on how the Attendees' screens are displayed on the Instructor's desktop. There are four tabs:

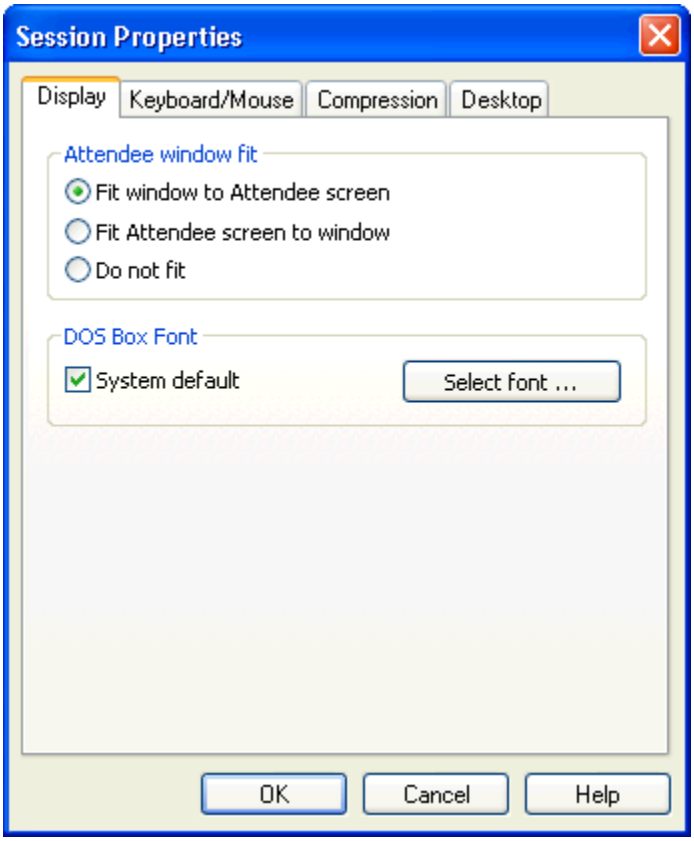
Display	Select how the Attendee's screen displays on your screen.
Keyboard/Mouse	Decide how keyboard and mouse shall function on both sides.
Compression	If your network is slow (= limited bandwidth) adjust the compression here.
Desktop	This tab allows you to optimize screen transfer to fit your environment's capabilities.

Hint: To find the mode that suits your environment the best, take some time to get acquainted with the possibilities.

See: Advanced User's Manual, Options - Control.

Session Properties consists of four tabs: Display, Keyboard/Mouse, Compression and Desktop

Display



8 Select 'Fit window to attendee screen' to automatically adjust the size of the Attendee screen to the size of the Instructor screen.

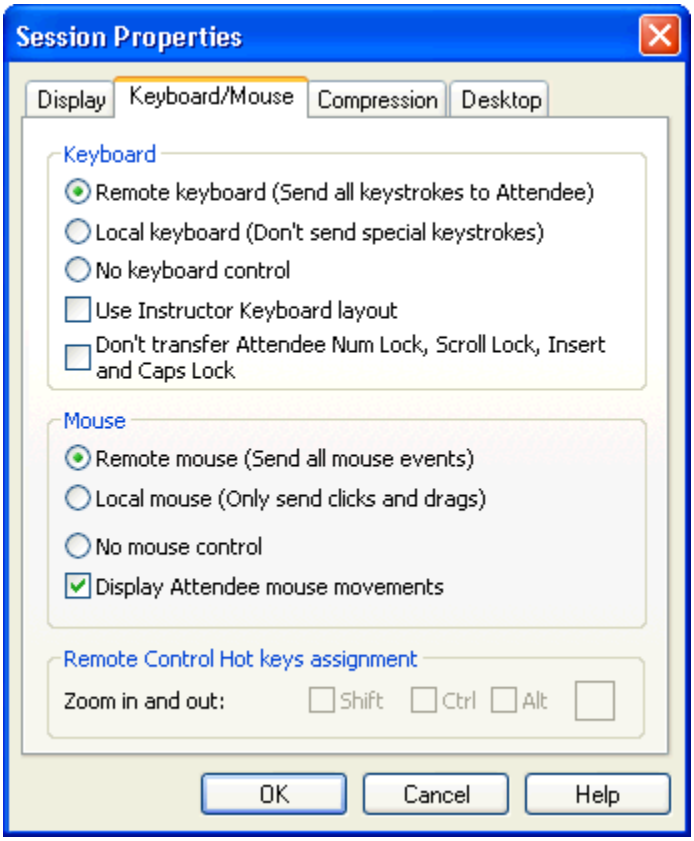
m Select 'Fit attendee screen to window' to scale and place the Attendee screen inside the Instructor window.

o Select 'Do not fit' to transfer the Attendee screen to the Instructor screen, unaltered.

© 2007

R Either accept the suggested font or change it by clicking ‘Select font ...’

Keyboard/Mouse



8 Select ‘Remote Keyboard’ to allow the instructor to get and share the full control of the Attendee computer.

m Select ‘Local keyboard’ to allow the instructor remote control the Attendee, without transferring special keystrokes to the Attendee.

m Select ‘No keyboard control’ to allow the instructor to monitor the Attendee computer.

o Select ‘Use Instructor keyboard layout’ if the keyboards are not alike.

o Select ‘Don’t transfer ...’ to supress the keyboard/screen informations - like ‘Caps Lock On’ etc. on the Instructor computer.

8 Select ‘Remote mouse’ to allow the instructor to get and share the full control of the Attendee computer.

o Select ‘Local mouse’ to hide the instructor’s mouse movements on the Attendee screen.

o Select ‘No mouse control’ to allow the instructor to monitor the Attendee computer.

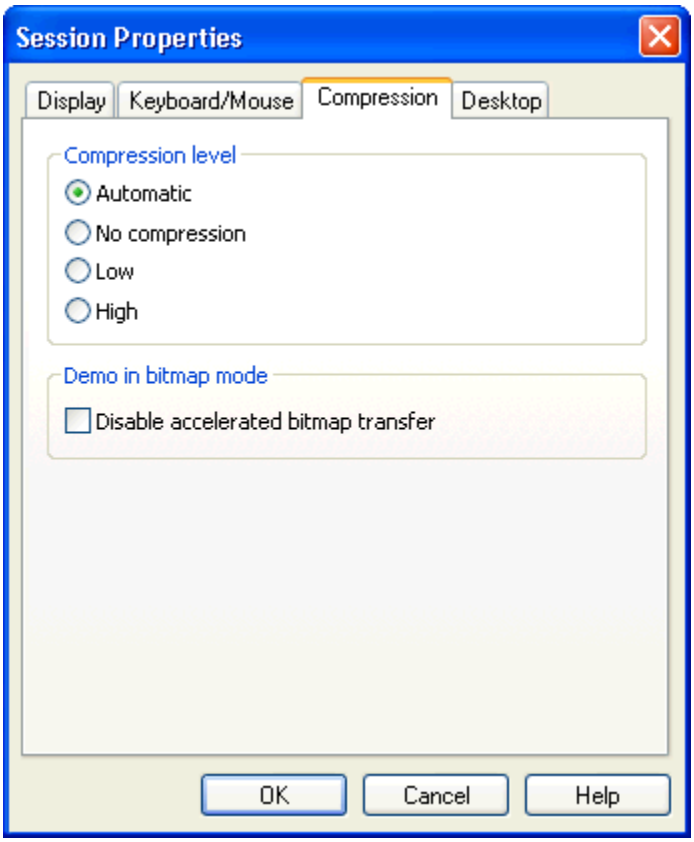
R Select ‘Display Attendee mouse movements’ to be able to see the attendee’s mouse movements on the Instructor screen.

Zoom Select one of the combinations. We recommend that you select ALT+Z.

This key combination allows you to zoom the controlled Attendee.

© 2007

Compression



NetOp Instruct can compress Attendee screen image data to speed up transmission across slow communication links. However, data compression slows down transmission

8 Select 'Automatic' to let the Instructor determine compression level. In most cases, this provides the fastest communication.

m Select 'No compression' if your bandwidth is high (cable, LAN).

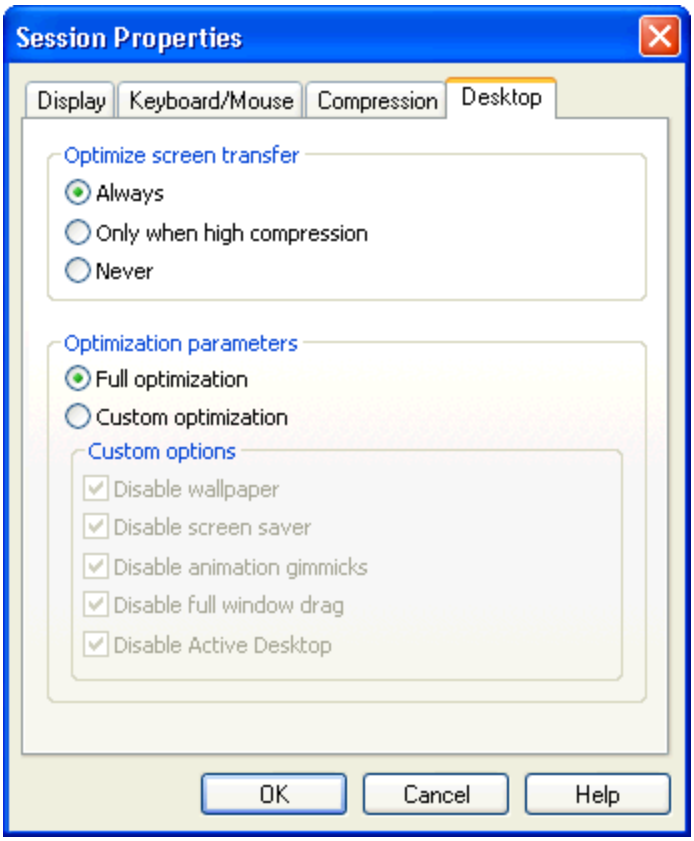
m Select 'Low' if your bandwidth is medium high (ADSL).

m Select 'High' if your bandwidth is low (modem).

o Check this box to disable accelerated bitmap transfer in the unlikely event that it causes problems.

Desktop

© 2007



Advanced Attendee computer desktop features slow down screen image transfer and are typically unimportant for the Instructor. Therefore, the Attendee screen image per default is transferred without advanced desktop features.

- ⊙ Select 'Always' to transfer without advanced desktop features.
- ❍ Select 'Only when high compression' to transfer without advanced desktop features only with high compression.
- ❍ Select 'Never' to transfer without advanced desktop features.
- ⊙ Select 'Full optimization' to transfer without the desktop features listed below.
- ❍ Select 'Custom optimization' to enable the Custom options section below to select which advanced desktop features shall be transferred

© 2007

5.1.3.2 Monitoring Action Bar

The Monitor Bar places itself on top of your desktop. The name of the attendee and time left to next attendee both are both displayed in the headline.

Stop Monitoring - click this button to end all monitoring tasks.

Continue - to the next Attendee, regardless of the Monitor Interval which you set in Options.

Hold - click this to remain on an Attendee, regardless of the Monitor Interval which you set in Options.

Previous - click this to go one Attendee back, regardless of the Monitor Interval which you set in Options.

Next - click this to jump to the next Attendee, regardless of the Monitor Interval which you set in Options.

Remote Control - take control of the selected Attendee.

Toggle fullscreen - click this to switch between a minimized and a maximized Attendee screen.

Record - see Record Button.

Print Screen to Instructor - transfer a snapshot of the screen to the Instructor's clipboard.

Print screen to a file - transfer a snapshot of the screen to a file.

The instructor creates a folder e.g. on the desktop where it is saved to.

Transfer the sound of the remote computer to be replayed via your own audio equipment, e.g. for listening to attendees practicing languages

Click ‘Pause’ to enable sound transfer by clicking the now activated ‘Transfer sound’ button.

List - click this to open a list of attendees. Select one and it is displayed.

5.1.3.3 Remote Control Action Bar

Each remote controlled Attendee opens in a new window. Below the title bar of the Attendee window, the Remote Control Menu Bar is placed.

Stop Remote Control of selected Attendee computer.

© 2007

See Session Properties Control.

Toggle fullscreen - click this to switch between a minimized and a maximized Attendee screen.

Send CTRL+ESC to open MS Windows menu.

Send CTRL+ALT+DEL to display the Logon screen on the Attendee computer.

Restart the Attendee computer.

Send the contents of the Instructor's clipboard to the Attendee's clipboard.

Send the contents of the Attendee's clipboard to the Instructor's clipboard.

Print Screen to Instructor - transfer a snapshot of the Attendee's screen to the Instructor's clipboard.

Print screen to a file - transfer a snapshot of the screen to a file.

The instructor creates a folder e.g. on the desktop where it is saved to.

The Marker Utility consists of drawing and text tools, and editing.

See: NetOp Marker Utility.

Lock keyboard and mouse on selected Attendee computer.

Transfer the sound of the remote computer to be replayed via your own audio equipment, e.g. for listening to attendees practicing languages

Click 'Pause' to enable sound transfer by clicking the now activated 'Transfer sound' button.

Record - see Record Button.

5.1.4 Communicate Button

The instructor has a number of ways to communicate with the attendees. The following sections describe the possibilities.

© 2007

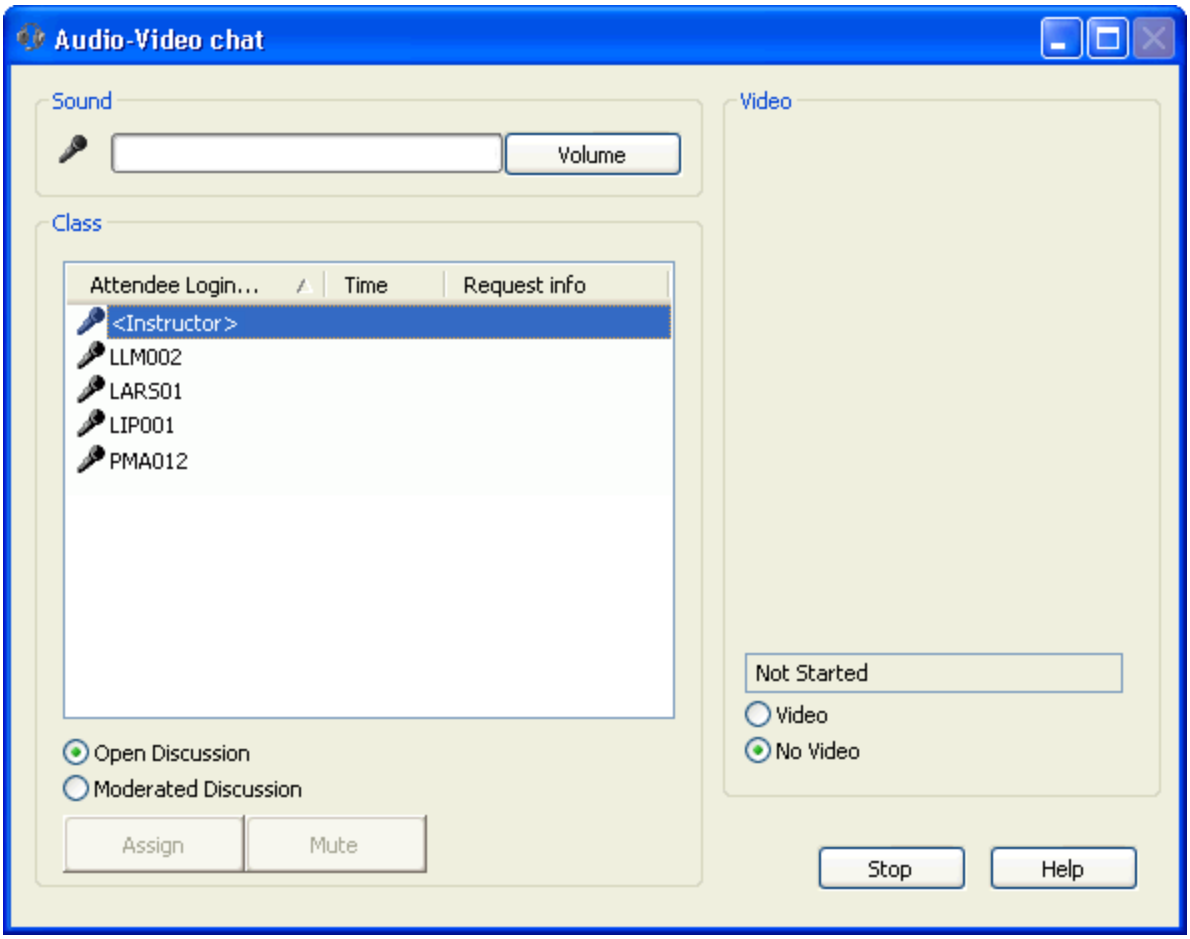
Audio Chat offers two ways of communicating: Open Discussion and Moderated Discussion.

As an extra option video can be added, if the participants have web-cameras connected.

Chat allows for the instructor and attendees to communicate online in formatted, line based text mode.

Message gives the instructor the possibility to send short messages or instructions to the Attendees. Only the instructor can make use of this feature.

5.1.4.1 Audio Chat



With Audio Chat the instructor has a powerful communication tool which offers both audio and video communication.

Select the attendee(s) from the list - it is possible to select one, some or all attendees.

Discussion Types

Audio chat offer two types of conferencing:

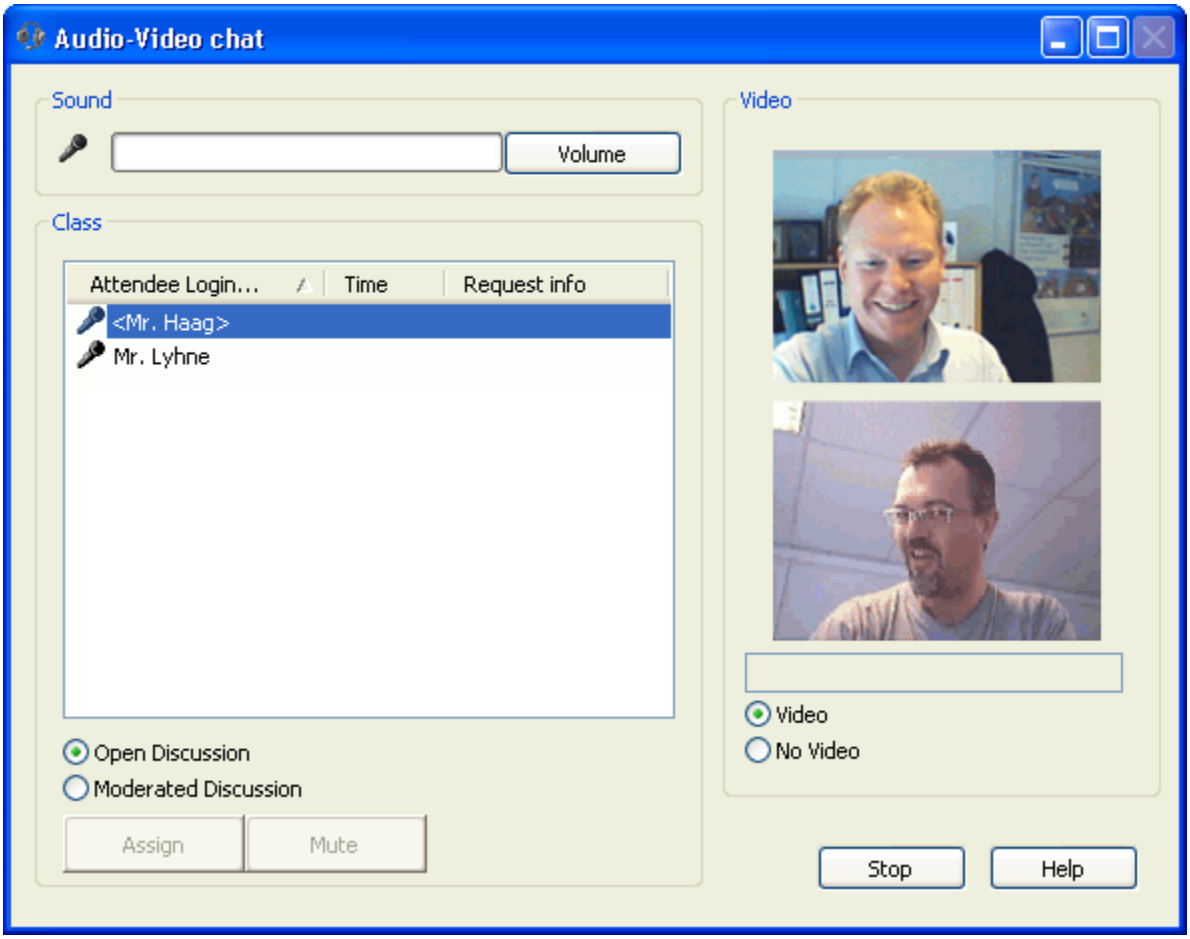
8 Open Discussion	In Open Discussion the instructor and one attendee can have a two-way discussion (full duplex), like on the phone.

m Moderated Discussion

In Moderated Discussion the instructor decides who speaks by selecting an attendee from the list.

Once selected, the attendee can speak in the microphone until the instructor selects another attendee as speaker (half duplex).

Video Conferencing



If the Instructor and the Attendees have web-cams, video conferencing is possible. To enable this feature, select 'Video'.

When video is enabled the web-cams becomes visible in the Video-section of the Audio Chat window.

Only two video streams are visible at a time.

Two video streams are visible at a time:

- Top - your own (instructor and attendee side)
- Bottom - speaker (who has the microphone)

Hint: The Sound is a VU-meter that shows volume. Click Volume to adjust loudspeaker volume.

© 2007

See: Audio/Video Chat, Communication and Adjusting Web Cam

5.1.4.1.1 Adjusting Web Cam

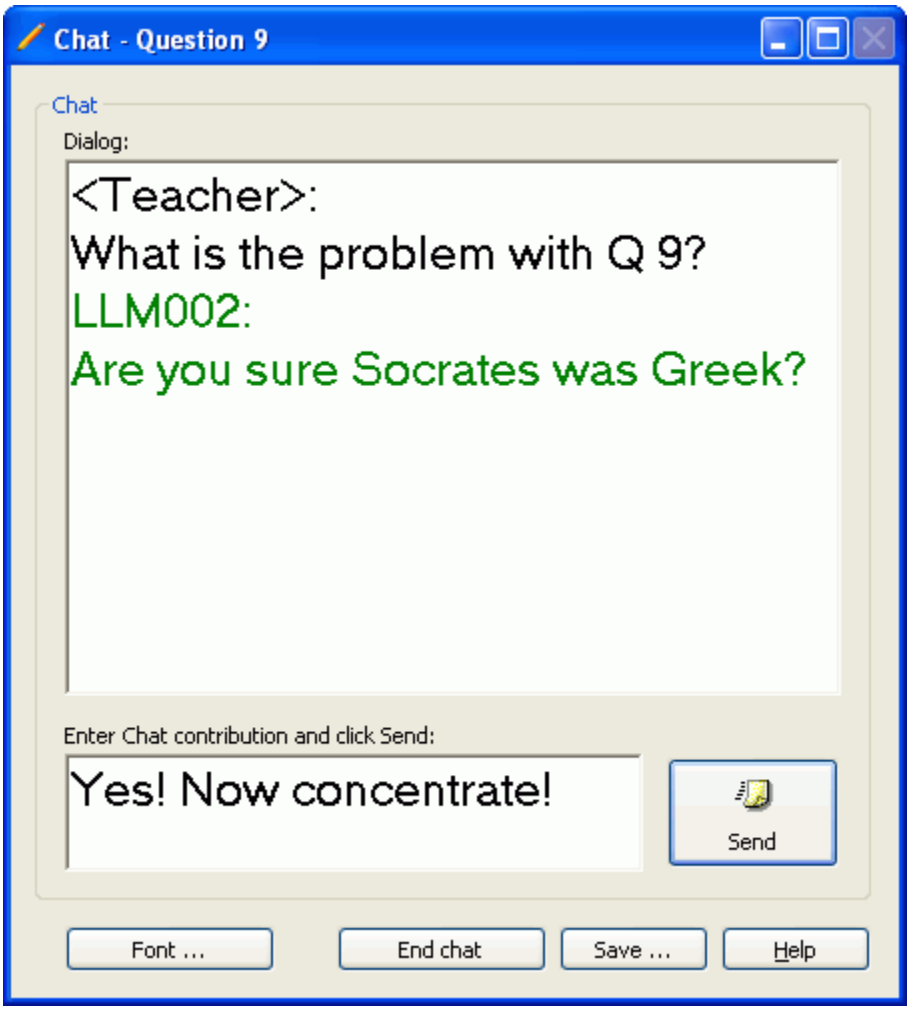
The video display area in the Chat window measures 160 pixels by 120 pixels. To reduce overhead set your Web Cams to that resolution.

Depending on the bandwidth of your network consider the number of frames per second as well.

Both can be set in the Web Cam settings - not in NetOp Instruct.

See: Audio Chat

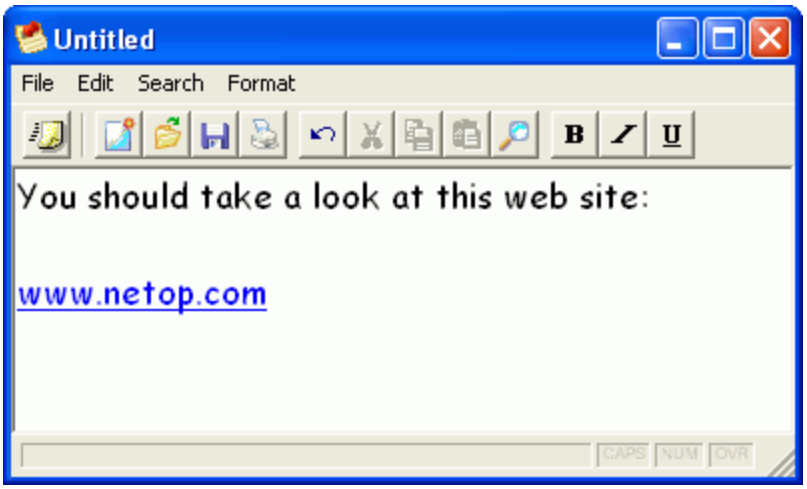
5.1.4.2 Chat



The chat session has to be initiated by the instructor since attendees are only permitted to send the Request Help

See: Communication

5.1.4.3 Message



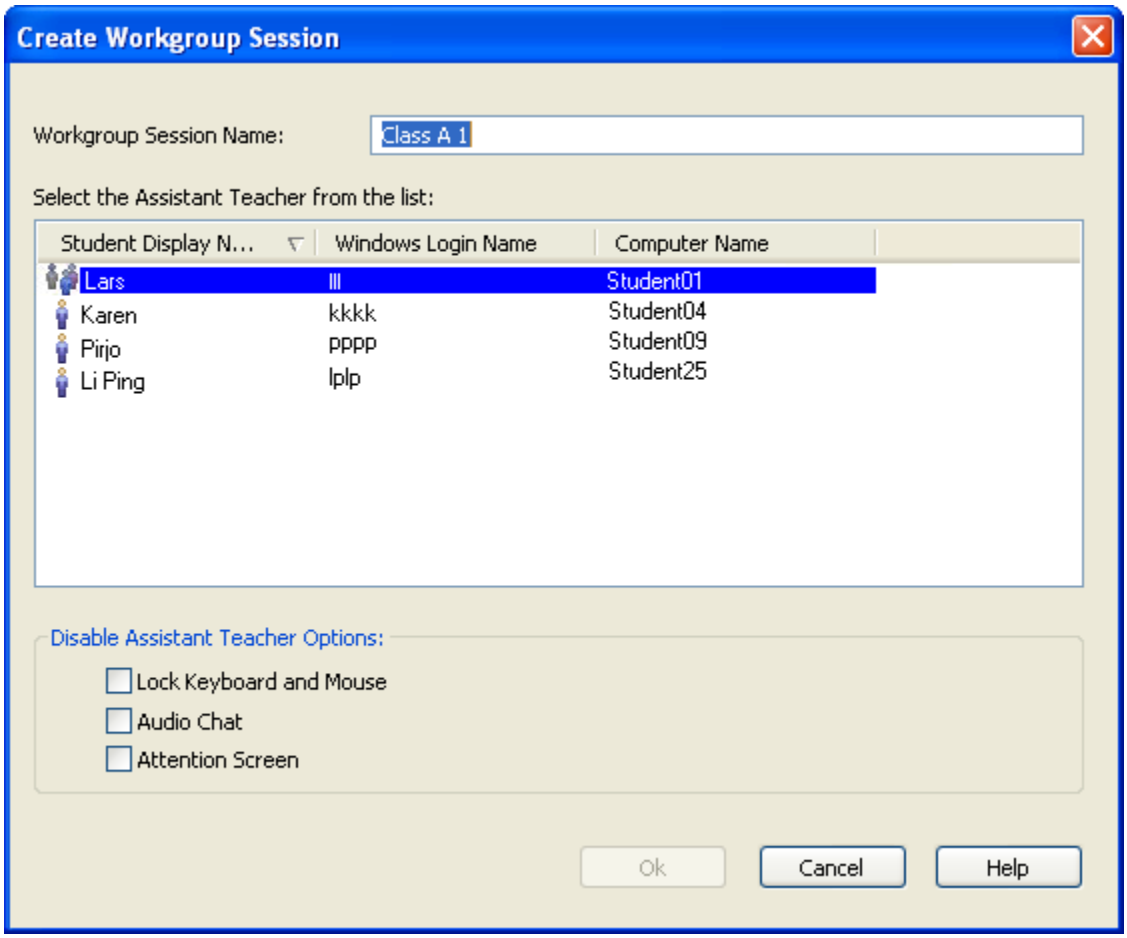
Instructors can use the message function. The message works as a broadcast: All selected Attendees will receive the message.

5.1.5 Workgroup Button

The Workgroup Button is used for creating workgroups of any number of attendees. An instructor can make a workgroup of selected attendees. A workgroup will be controlled by a Assistant Instructor appointed by the instructor.

Follow these steps:
1. Clicking this button opens a new window where Attendees selected to participate in a Workgroup are listed.
2. Select the future Assistant Instructor.
3. By default, all features of the main instructor are granted to the Assistant Instructor, except Policy. Apart from that Lock Keyboard and Mouse, Audio Chat and/or Attention Screen can be disabled.

© 2007

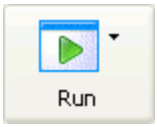


On 'Ok', the selected Attendees - except Assistant Instructor - are disconnected from the current Class and joined to the Assistant Instructor's class. The Assistant Instructors are kept member of the main Instructor's class, and can thus be managed from here.

Stop...pop-up menu. The members of that workgroup will then be returned to the original class.

See: Assistant Instructor Functionality

5.1.6 Run Button



Using this, you are able to run tests, programs etc. on selected attendees.

Click to select prepared tests. The test starts on the selected Attendees.

Click to select prepared surveys. The survey starts on the selected Attendees.

© 2007

Clicking this opens a new window from which you are able to select among the programs you have installed on your computer, and run them on the selected attendee(s).

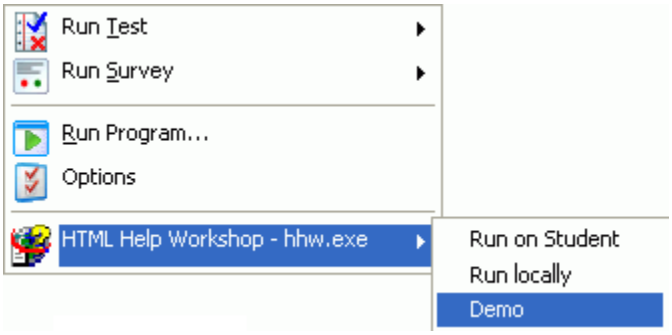
Use it to start a program right here and now.

Note: The program has to be located at the same drive and be of the same version. Otherwise it will not work.

Click this to be able to define programs that you want to run on a regular basis. It could be programs like MS Word and MS Excel. When a program has been added, an icon is added to the menu. See below...

See Options - Run.

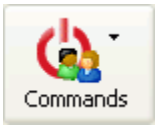
Hint: If no test or survey are created - these icons are dimmed.



The added program is automatically is added to the menu. Three options are offered

Run on Attendee	Select this to run on all selected attendees.
Run locally	Select this to run on your own computer.
Demo	Select this to keep the program on your own computer and show what you are doing on the selected Attendee computers.

5.1.7 Commands Button



Commands can execute the commands Log Off (from Windows), Restart (computer), Shut Down (computer) or Rejoin (class) on selected Attendees.

Log off selected attendees.

This is normally used at the end of a lesson to prepare for the next group of attendees.

Restart selected Attendee computers.

If you have been updating an Attendee computer, use this command to restart the Attendee computer.

Shut down selected Attendee computers.

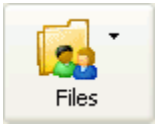
Use this command when you leave the computer room.

© 2007

Rejoin selected Attendee computers.

If an attendee needs to rejoin the class, use this command to e.g. Prompt for Name.

5.1.8 Files Button



The Files button allows the instructor to distribute and collect file(s) and folder(s) to selected Attendee computers. Also provided is a 'File Manager' that allows the instructor to perform various actions on his own and an Attendee computer.

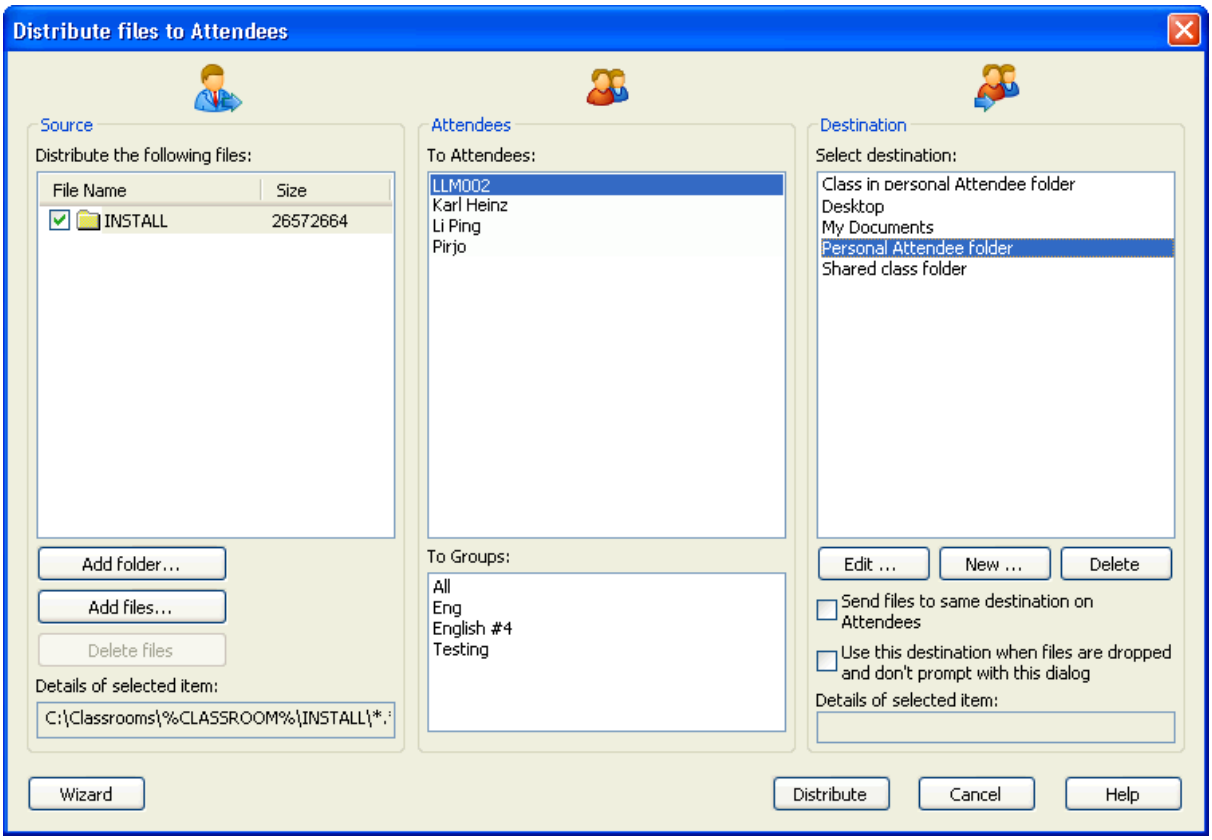
Clicking this button opens a window containing three panes. The Distribute Window is read from left to right.

Clicking this button opens a window similar to the previous. The Collect Window works almost the same way as the Distribute Window.

Clicking this button opens a File Manager that allows the Instructor to perform various file actions.

Hint: Take some time to learn the functionality of the File Manager - it is a powerful tool.

5.1.8.1 Distribute Window

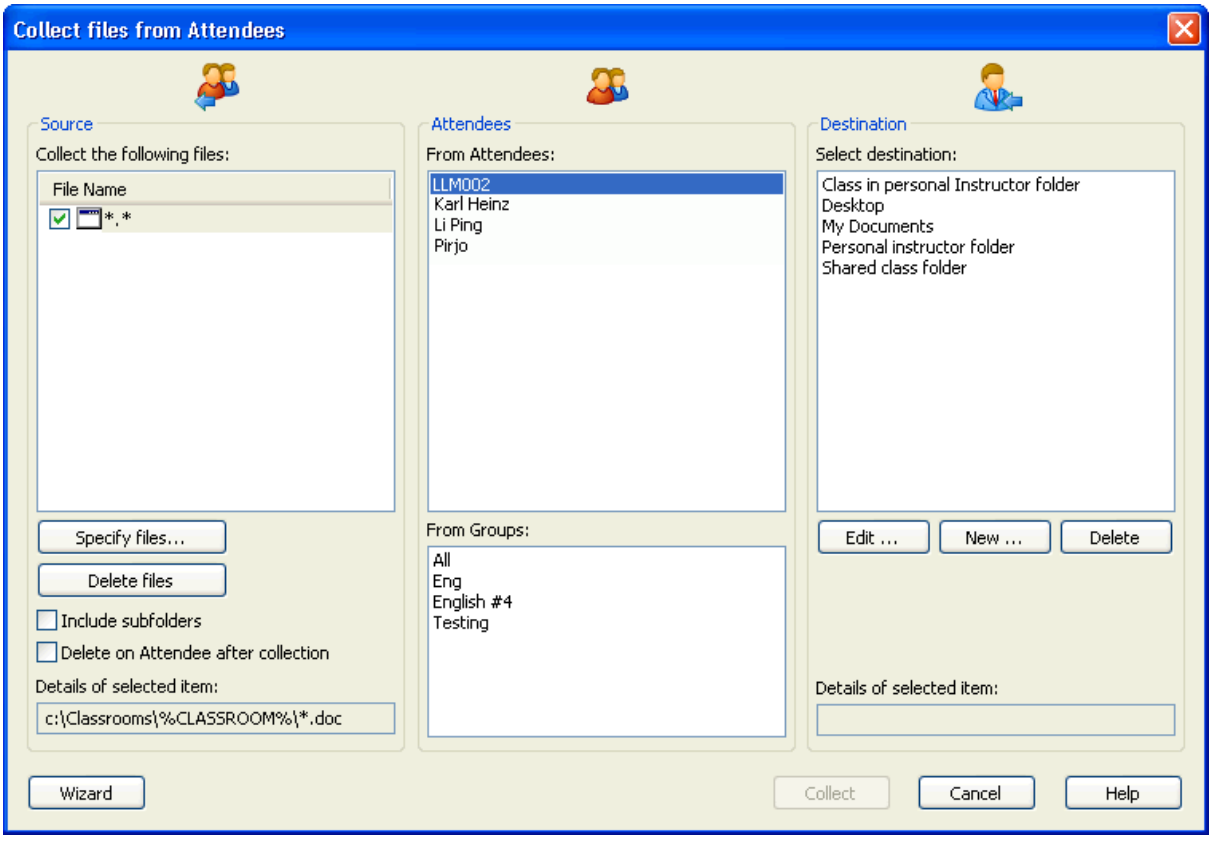


The Distribute Files to Attendees window consists of three panes and a number of control buttons.

Distribute the following files	Click ‘Add folder...’ or ‘Add files...' and a Windows Explorer window opens. Select the folders or files that the attendees are to modify.
Wizard	Click this to switch to the Distribute Wizard.
To Attendees/Groups	This pane contains the present Attendee computers.
Select Destination	This pane contains pre-defined destinations. It is possible to edit, create and delete destinations.
☐ Send files...	Checking this causes the files to be distributed to the selected attendee computers using the same path as the source file.
☐ Use this destination...	Files can be dragged-and-dropped directly from Windows Explorer to selected Attendees in the Instructor interface. This opens the ‘Distribute Files to Attendees’ window to allow you to decide the destination for the files. If this is your favorite method and you always use the same destination, checking this will distribute files directly to the selected destination and skip the window.

See: Collect Window, Distribute Window and Select Destination

5.1.8.2 Collect Window

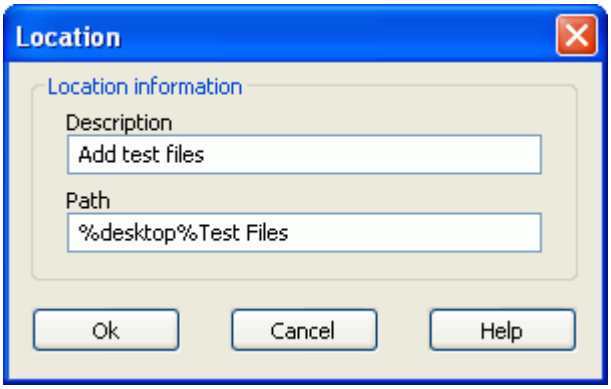


The Collect Files to Attendees window consists of three panes and a number of control buttons.

© 2007

Collect the following files	Click ‘Specify files...’ to open the ‘Mask’ window. See Collect Files.
☐ Include sub-folders	Check this if you wish to include possible sub-folders in the folder you selected for collection.
	Note: If you specify a file mask this applies to included subfolders.
☐ Delete on Attendee after collection	Check this to delete the collected file from the Attendee computers.
Wizard	Click this to switch to the Collect Wizard.
From Attendees/ Groups	This pane contains the attendees who are present
Select Destination	This pane contains pre-defined destinations. It is possible to edit, create and delete destinations.

To create a new destination folder, click ‘New...’ and this dialog window opens.



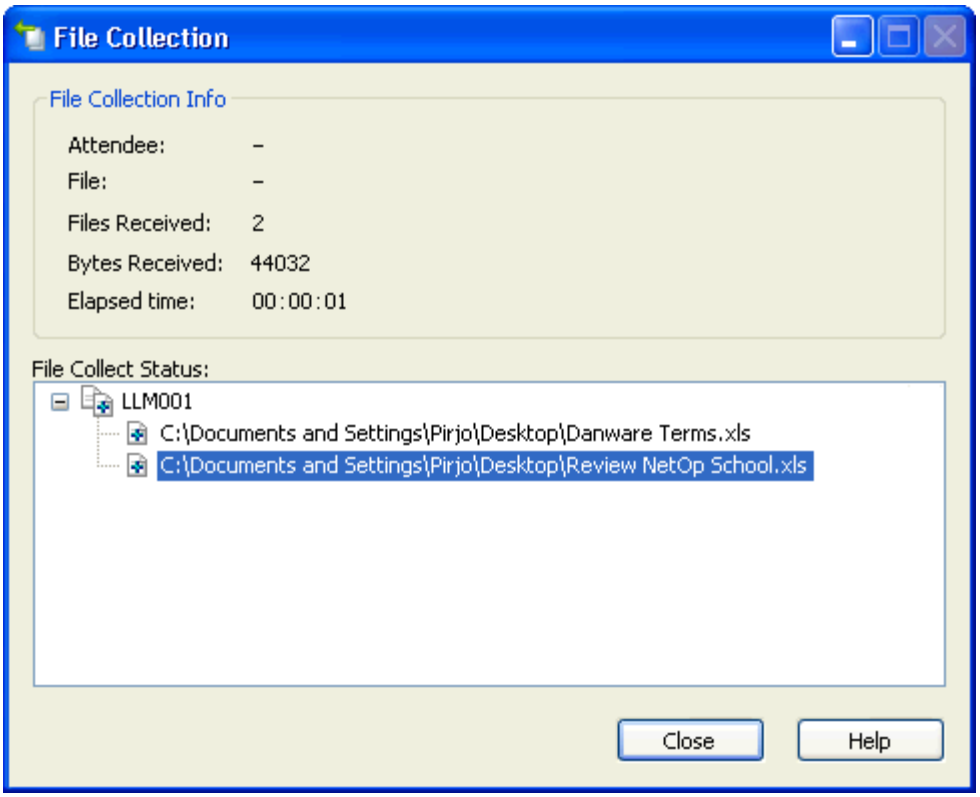
Enter the name of the new destination and state the path. Note, that it is possible to use the ‘translated’ path instead of the normal path-specification.

In the example, a new folder (Test Files) will be created on the desktop on the logged on instructor.

Note: The same procedure can be used in connection with distributing files.

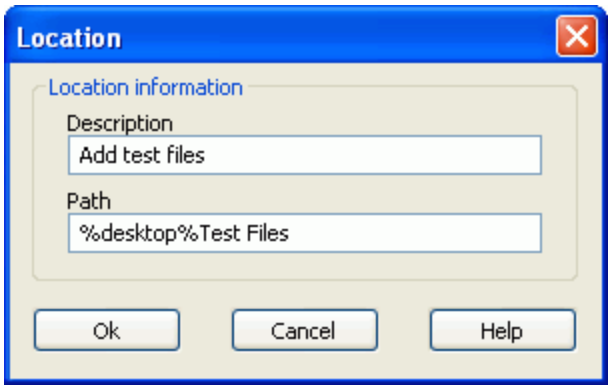
Clicking ‘Collect’ causes a new window to open. The ‘File Collection’ window lists the files and folders being collected from the Attendee computers.

© 2007



See: Distribute Window and Select Destination.

5.1.8.2.1 Select Destination



In the 'Select Destination' pane it is possible to select the final destination of the selected files and/or folders either on the attendee side (distribute) or on the instructor side (collect). However, it is also possible to set up a new destination.

Select which action you want to perform via these buttons just below the 'Select Destination' pane:

Clicking 'Edit' after having selected a location in the 'Select Destination' pane lets you change the destination parameters.

© 2007

New ... Clicking 'New' opens a blank 'Location' dialogue in which you must enter a description and a path. It is recommended to use environment values.

An environment variable is characterized by the '%' symbol.

In the picture above, any file or folder will be saved to the environment variable 'desktop' in the folder 'Test Files'.

If the folder, 'Test Files', is not created it will be created. Otherwise the selected file or folder will be saved to it.

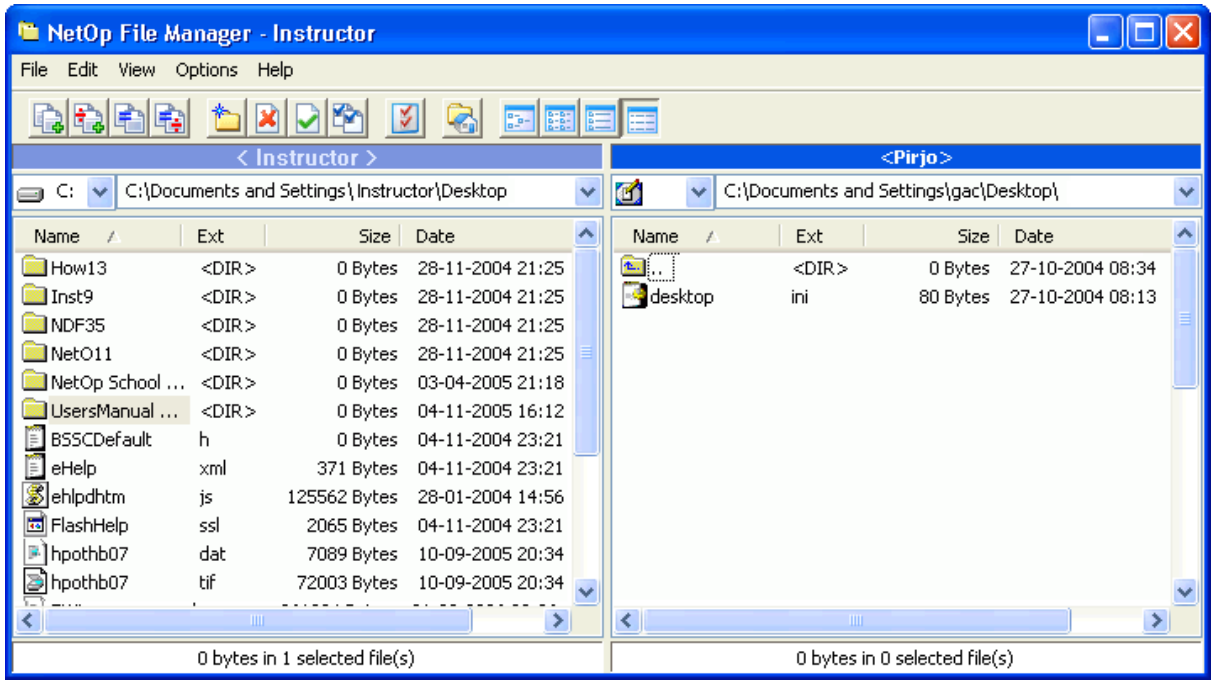
When you have selected the destination, click 'Distribute' or 'Collect'.

Delete The selected location will be deleted.

Note: The environment variable is a predefined path that points to - in this case - the desktop, a named folder etc. on the receiving computer.

See: Distribute Window and Collect Window

5.1.8.3 File Manager


NetOp File Manager - Instructor
File Edit View Options Help
< Instructor >
<Pirjo>
C:\Documents and Settings\Instructor\Desktop
C:\Documents and Settings\gac\Desktop\
Name Ext Size Date
How13 <DIR> 0 Bytes 28-11-2004 21:25
Inst9 <DIR> 0 Bytes 28-11-2004 21:25
NDF35 <DIR> 0 Bytes 28-11-2004 21:25
NetO11 <DIR> 0 Bytes 28-11-2004 21:25
NetOp School ... <DIR> 0 Bytes 03-04-2005 21:18
UsersManual ... <DIR> 0 Bytes 04-11-2005 16:12
BSSCDefault h 0 Bytes 04-11-2004 23:21
eHelp xml 371 Bytes 04-11-2004 23:21
ehlpdhtm js 125562 Bytes 28-01-2004 14:56
FlashHelp ssl 2065 Bytes 04-11-2004 23:21
hpothb07 dat 7089 Bytes 10-09-2005 20:34
hpothb07 tif 72003 Bytes 10-09-2005 20:34
Name Ext Size Date
... <DIR> 0 Bytes 27-10-2004 08:34
desktop ini 80 Bytes 27-10-2004 08:13
0 bytes in 1 selected file(s)
0 bytes in 0 selected file(s)

The File Manager is a powerful tool where you are able to update, copy, move and synchronize files and folders between your computer and that of an Attendee.

Copy file(s) from a directory on the Instructor computer to a destination on an Attendee computer - or vice versa.

Move file(s) from a directory on the Instructor computer to a destination on an Attendee computer - or vice versa.

© 2007

Synchronize file(s) from a directory on the Instructor computer to a destination on an Attendee computer - or vice versa.

Warning: Be very careful synchronizing system-files. It may cause your computers to malfunction.

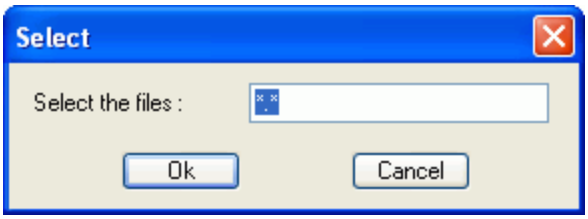
Clone file(s) from a directory on the Instructor computer to a destination on an Attendee computer - or vice versa.

Make new folder by selecting either Attendee or Instructor and click this button.

Delete file by selecting a file and clicking this button.

Properties. Select a file or folder and see its properties.

Select file. Use this to mass-select files with similar prefixes or suffixes.



Options allows you to decide how the files are to be synchronized.

See: File Manager Options.

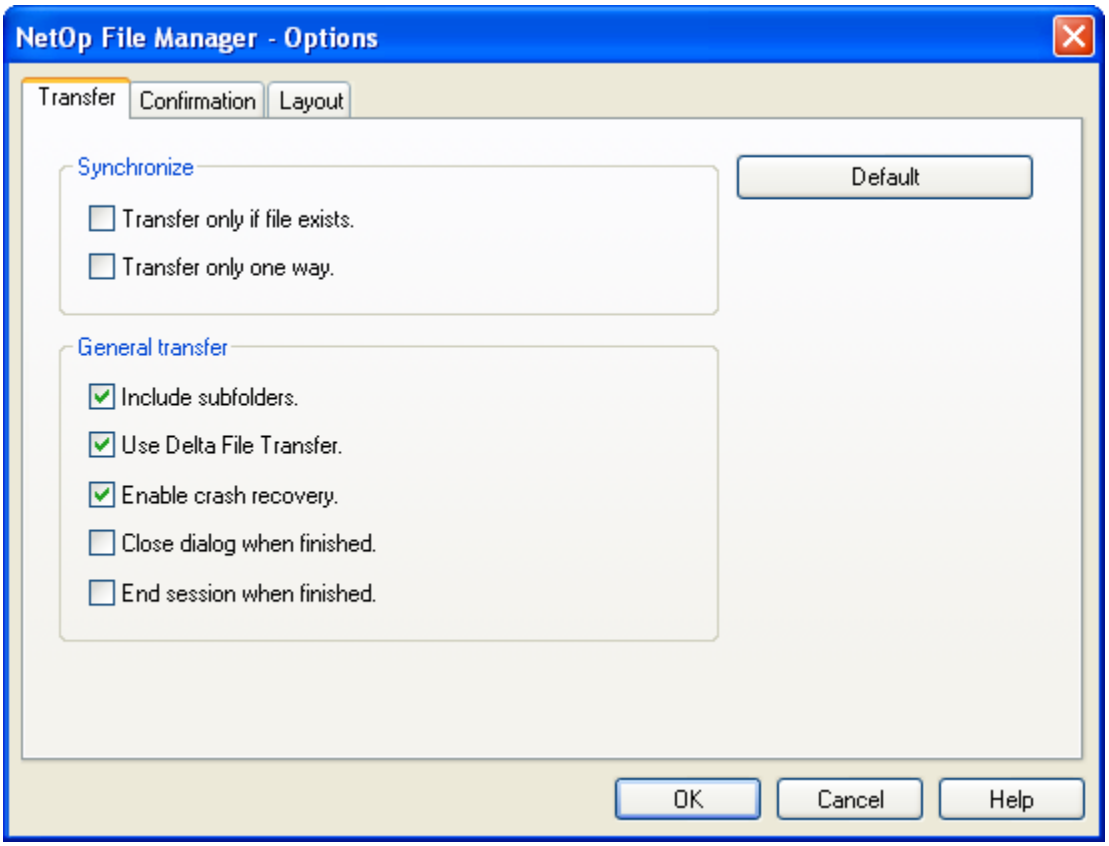
Local allows you to perform file action on your own computer.

There are four different ways to display the files in the File Manager.

See: Files Button and Collect Files

© 2007

5.1.8.3.1 File Manager Options



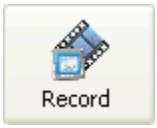
The Options window allows you to set certain parameters regarding how the File Manager handles file-transactions. The three tabs are briefly explained below:

Transfer	Synchronize:	You can select to synchronize existing files and whether it should be possible to synchronize files in both directions or not.
		General transfer: Set rules for how the file/folder transfer must work. Decide what to do when the transaction has ended.
Confirmation	Confirm when..:	As a precautionary measure select when the File Manager will warn you during the file-transfer. If all alarm-settings have been de-selected there is potential risk of system malfunction as a result of unwanted file/folder deletions.
Layout	Screen:	Decide how the File Manager looks
	Keyboard:	Select hot key layout.
	Icons:	Select the appearance of the icons.

Hint: If you are getting tired of the look and feel after having changed the settings, it is easy to revert to the default settings: Just click Options > Default.

See: File Manager

5.1.9 Record Button



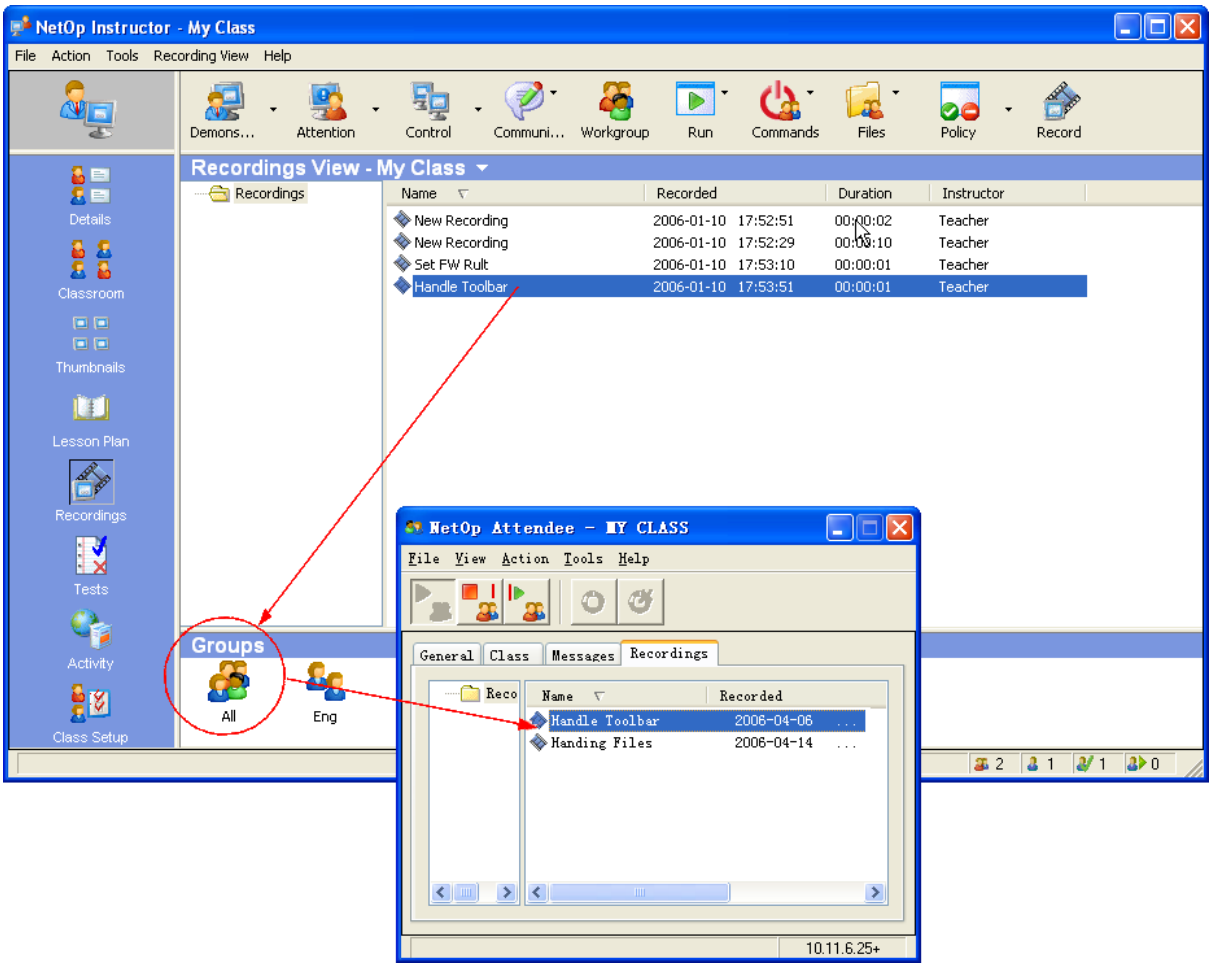
With the record functionality you can make recordings of anything that is displayed on your desktop.

NetOp Instruct always saves recordings to the list in the Recordings View. Its default directory is:

```
C:\Documents and Settings\...\Danware Data\NetOp Instruct\Instructor\screcord
\<Classname>.
```

Distribute Recordings to Attendees

The simple way of distributing recordings is to drag-and-drop.



Distributing (drag and drop) recordings to attendees.

The moment you drop the recording onto the Group it becomes available to the Attendees.

Send the attendees in the group a message telling them to open the recording.

See: Record Action Menu and Record Playback Controls

© 2007

5.1.9.1 Record Action Menu

The default filename has this format: YYYYMMDDHHMMSS.

End Session.

Resume recording after pausing.

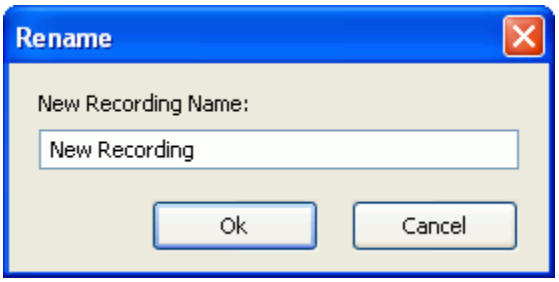
Pause the recording. Use the pause to add NetOp Marker items - lines, circles and text - and 'speak' in order to exemplify

NetOp Marker Utility. Add circles, lines, text etc. to your recording during pause.

Record speak. Do this while recording.

Hint: Use some time to get familiar with this tool. Be specific and concise.

When the recording is stopped, enter a name in the popup window. The name appears in the Recordings View.

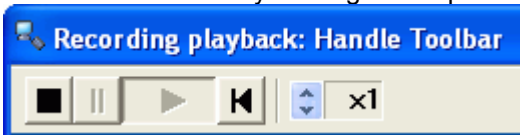


See: Record Button and Record Playback Controls

5.1.9.2 Record Playback Controls

The recording starts in a new window.

Follow these steps:
1. Select Recordings from the Select Pane.
2. Select a recording from the list.
3. Control the playback via the buttons.
4. End the session by clicking the stop-button.



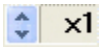
Stops the recording.

© 2007

Pauses the recording.

Starts the recording.

Restarts the recording.



Set playback speed. 1 is slow and 8 is fastest.

The buttons are explained below:

See: Record Button and Record Action Menu

5.1.10 Policy Button

Use the button to apply a specified policy to selected Attendees denying access to specified applications and Internet addresses.

There is no limit with regards to the number of policies you can set up.

Clicking this causes NetOp Policy to revert to the Startup Policy selected under Options > Class.

Clicking this allows all for the attendees - all applications and all Internet sites.

Clicking this denies all for the attendees - all applications and all Internet sites.

Clicking this opens the Policy Option window. There are two default policies: Allow All and Deny All.

Use this window to create new policies.

See Options - Policy.

5.1.11 Activity View Menu

This menu lets you control on the fly which applications and websites are legal for the attendees to use.

Close. Click this to instantly close the selected application or website on selected Attendee or in the class.

Deny. Click this to create an instant and temporary policy for the selected application or website on selected Attendee or in the class.

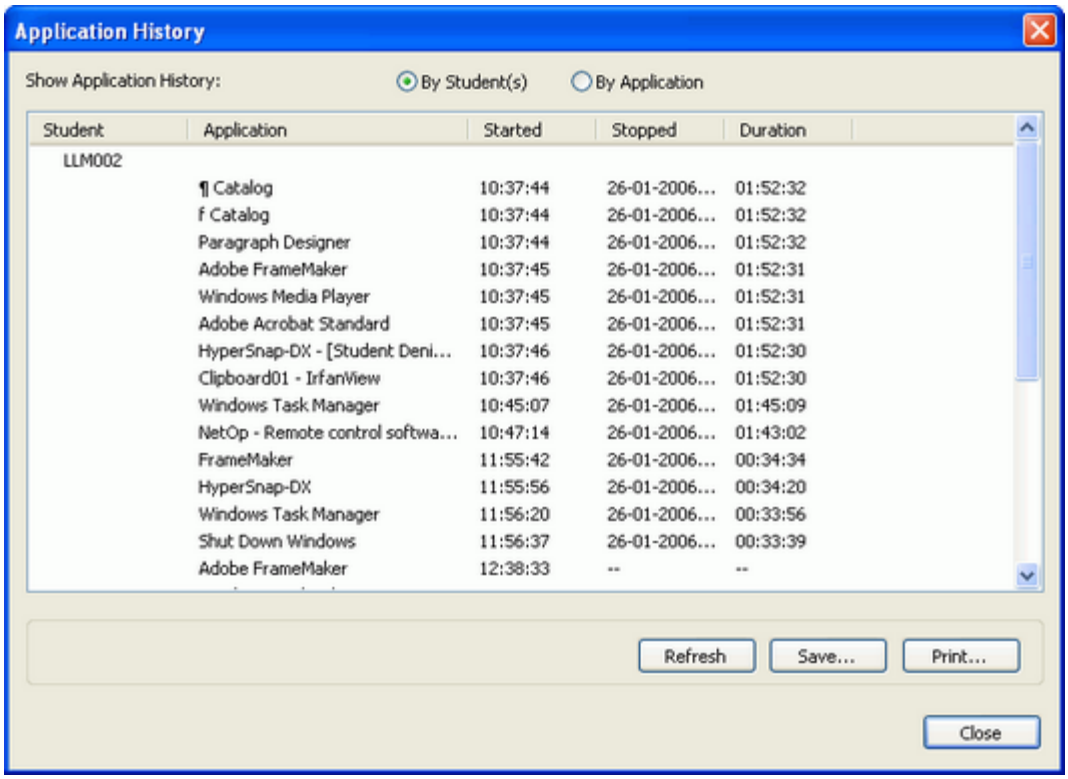
Hide. Click this to hide the selected application or website on selected Attendee or in the class.

Note: The application does not close - no data will be lost.

© 2007

Unhide. Click this to unhide the selected application or website on selected Attendee or in the class.

History. Click this to see an application event log for the selected Attendee.



Refresh: Click this to update the table.

Save...: Save the contents of the file in csv and other file formats.

Print...: Sent the table to the printer.

See: Application History.

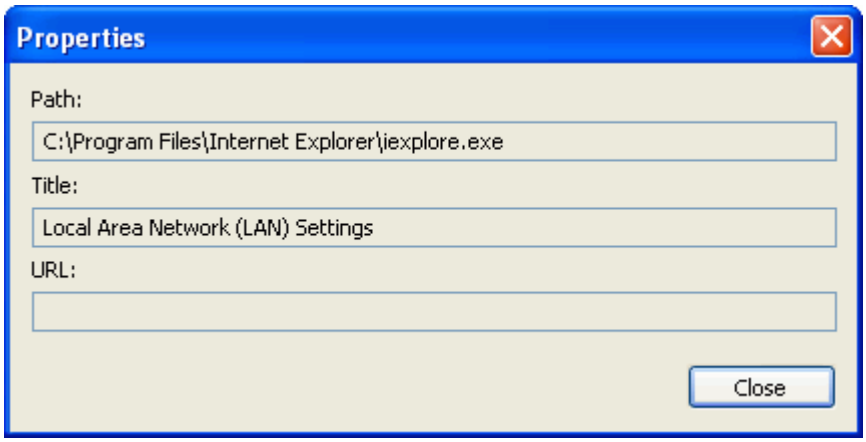
Refresh.

Click this to refresh the contents of the current applications and sites.

© 2007

Properties.

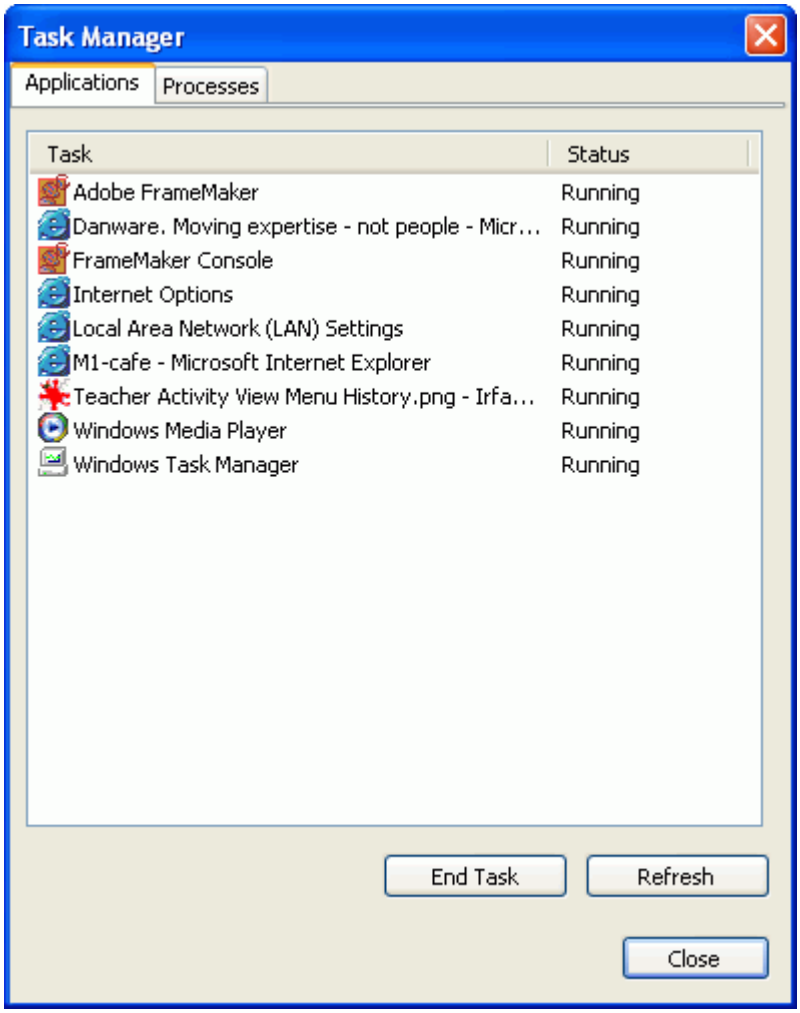
Right-click the icon of a running application to display the path of the application, the title and the URL.



© 2007

Task Manager.

See which applications are running on the selected Attendee.



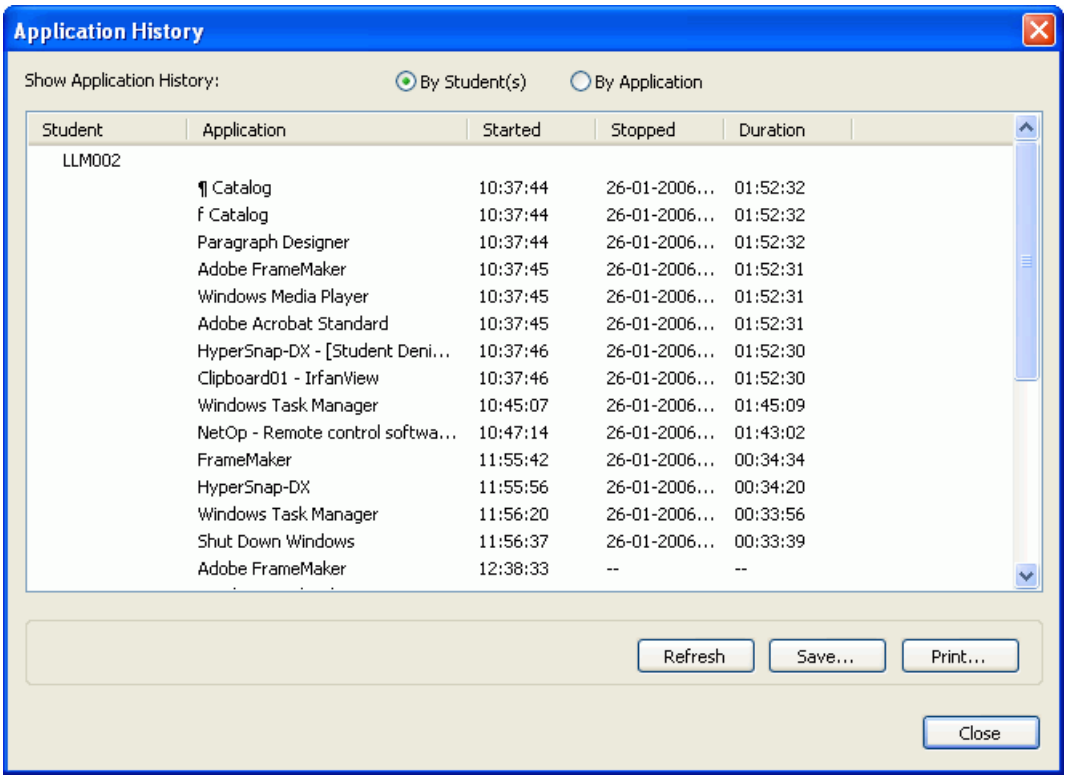
Switch between applications and processes.

Select application or process to end the task.

5.1.11.1 Application History

The Application History serves as your instant photo of all applications running on either a single Attendee or all Attendees.

© 2007



It has two ways of sorting the instances occurring during a lesson:

By Attendee(s) This view shows which applications the selected Attendee is running or has been running during the lesson.

Each instance has a timestamp for ‘Start’ and ‘Stop’. If the same application has been started and stopped more than once, all instances are recorded.

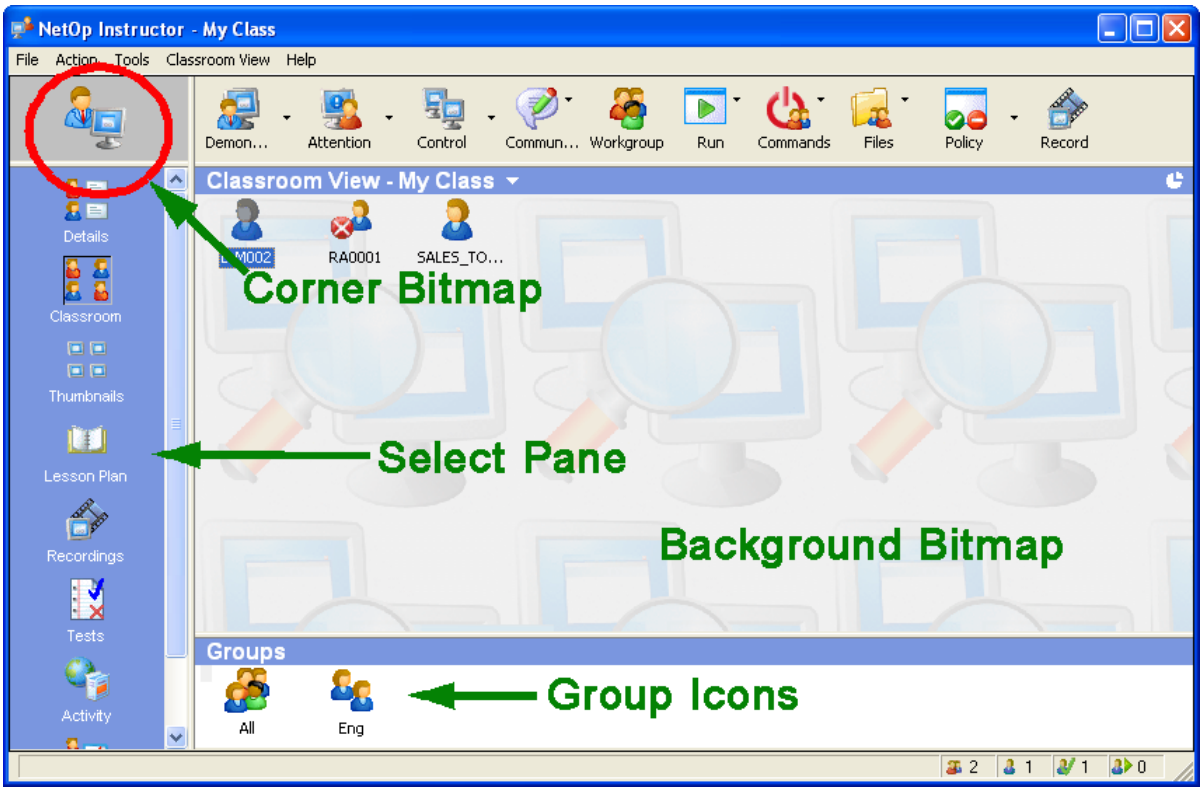
By Application This view shows which applications that are running or has been running.

See: Activity View Menu

5.2 Instructor Customization

There are a number of possibilities for the instructor to customize the look and feel of the Instructor View.

© 2007



Customize Instructor desktop - Elements' names.

If several instructors are using the same computer each can have individual corner bitmaps. All classes can have individual backgrounds, too.

To obtain the individual look Instructor Users must be logged on using Instructor Profiles.

Classes can have individual backgrounds only if they are named uniquely. If the instructors 'Dubois' and 'Smith' both have a class named 'History', NetOp Instruct will not be able to differentiate. Thus no individual background is possible.

See: Corner Bitmap, Background Bitmap, Select Pane and Group Icons

5.2.1 Corner Bitmap

The bitmap in the upper left corner can be changed.

To do so follow these steps:
1. Regardless of view, right-click the bitmap to open a dialog box.

2. Select ‘Custom’ and click ‘Browse’. Windows Explorer opens. We have provided a number of bitmaps that can be found in

   ```
   c:\Program Files\Danware Data\...\Instructor\media folder
   ```

   but any bitmap file will do.
3. Select the bitmap and click ‘Ok’.
4. Click ‘Ok’ in the ‘Set Bitmap’ dialog. If more instructors are using the same computer, the corner bitmap will follow the instructor.

This concludes changing the corner bitmap.

Note: Only images in bitmap (.bmp) format can be used. Size is W80 x H60.

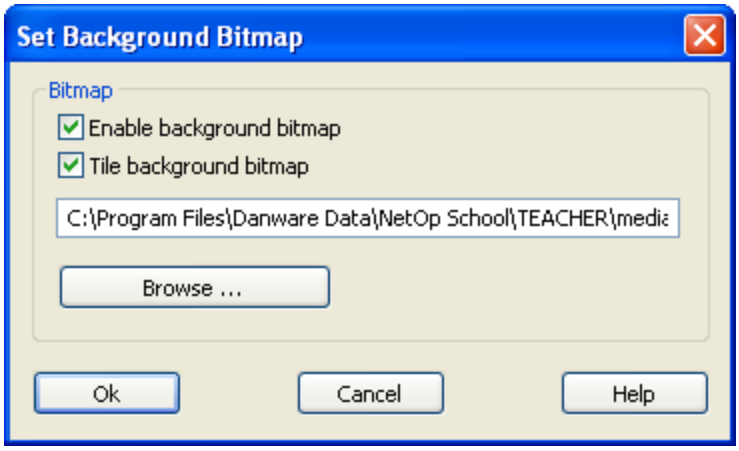
See: Instructor Customization

5.2.2 Background Bitmap

The following views offer the possibility to change the background bitmap: ‘Classroom’ and ‘Thumbnails’.

These windows are Instructor Profile independent. If the Background Image is changed or the Attendee Icons moved about - this is how it will look when the next instructor opens the Class.

Follow these steps:
1. Right-click the background bitmap in either of the two views.
2. From the pop-up menu select ‘Set background bitmap’.



3. Select ‘Enable background bitmap’ and ‘Tile background bitmap’ (optional) and click ‘Browse’.
4. Windows Explorer opens. We have provided a number of bitmaps that can be found in

   ```
   c:\Program Files\Danware Data\...\Instructor\media folder
   ```

   but any bitmap file will do.
5. Select the bitmap and click ‘Ok’.
6. Click ‘Ok’ in the ‘Set Background Bitmap’ dialog. If more instructors are using the same computer, the corner bitmap will follow the instructor.

This concludes changing the background bitmap.

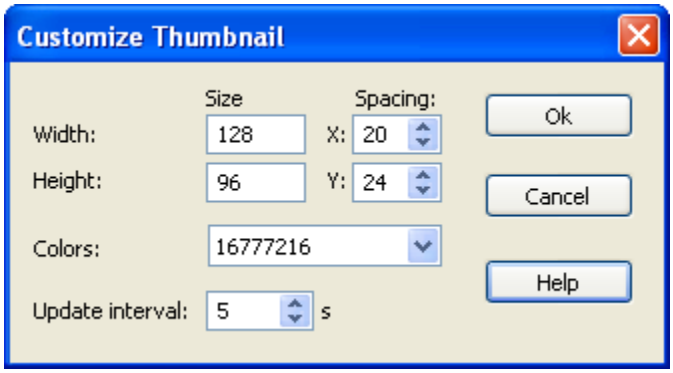
Note: Only images in bitmap (.bmp) format can be used.

See: Instructor Customization.

© 2007

5.2.3 Thumbnail Bitmap Size

Follow these steps to change the size of the background bitmap:
1. Right-click the background bitmap in 'Thumbnail View' to open a menu.
2. Select Thumbnail > Customize.



3. Make your selections.
4. Click 'Ok'.

This concludes the background bitmap customization.

See: Instructor Customization

5.2.4 Select Pane

The Select Pane can be customized.

It is possible to drag and drop the buttons inside the Select Pane.

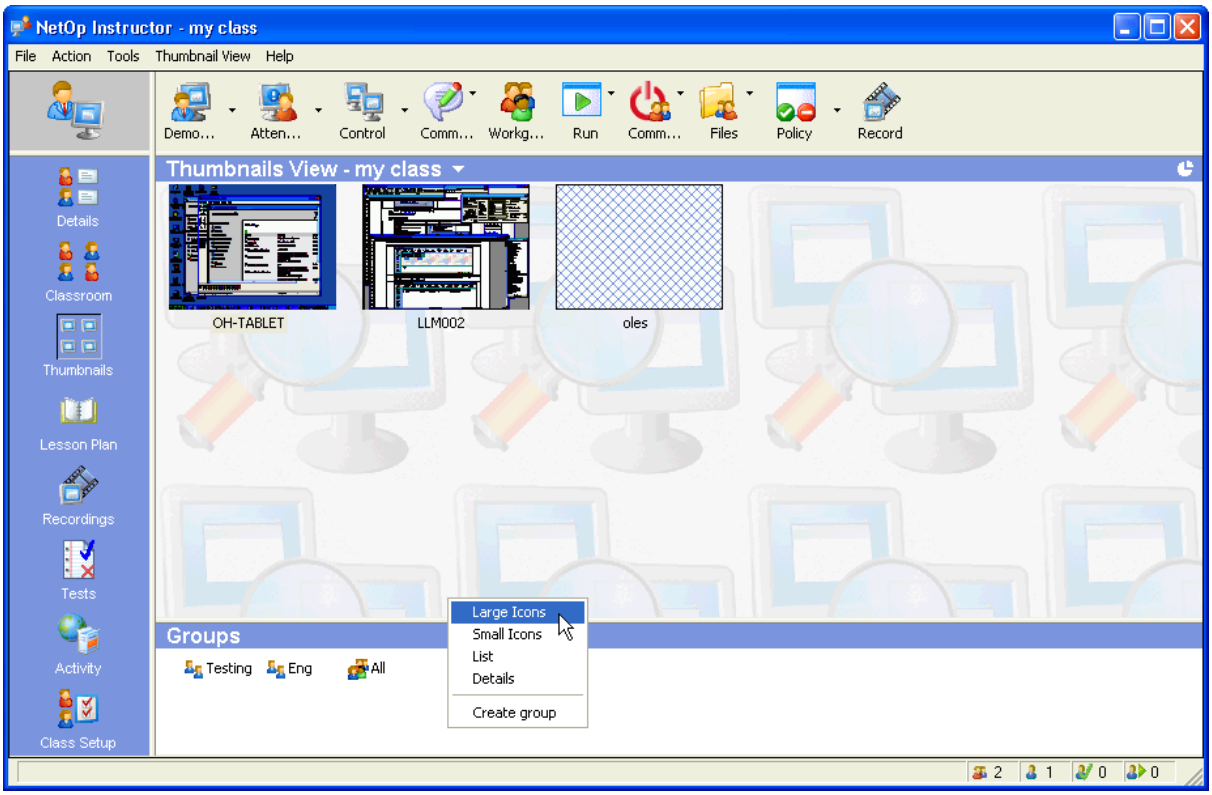
The position of the buttons are remembered if Instructor Profiles are used.

See: Instructor Customization

5.2.5 Group Icons

At the bottom of most Instructor views there is a pane containing 'Groups'. The appearance of these may be changed as well.

© 2007



There are four different representations: Large Icons, Small Icons, List and Details.

Follow these steps:
1. Select the view.
2. Right-click the ‘Group’ pane.
3. Select one of the representations from the list.
4. The selected only applies to the actual view.

See: Instructor Customization

5.3 Options

The Options panel offers access to the each of the options screens that can be seen in the drop-down menus from the buttons and a few additional:

© 2007

Attention	See Options - Attention	General	See Options - General.
Audio-Video Chat	See Options - Audio-Video Chat.	Menu And Toolbar	See Options - Menu/ Toolbar.
Class	See Options - Class.	Policy	See Options - Policy.
Connection	See Options - Connection.	Run	See Options - Run.
Control	See Options - Control.	Instructors	This covers the ways that Instructors log on to the system. See Options - Instructors.
Demonstrate	See Options - Demonstrate .	Web Update	This covers the frequency with which NetOp Instruct will be updated automatically. See Options - Web Update.
Protection	See Options - Protection.	Sharing	See Options - Sharing.

The options can be shown as a traditional window with panes.

Follow these steps:

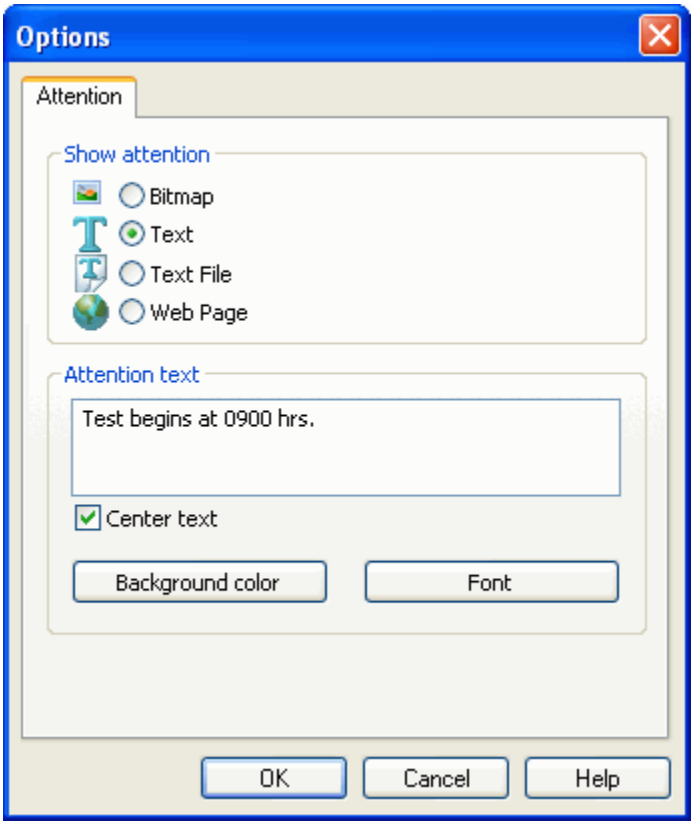
1. In Tools > Options > Right-click the window.

2. Select ‘Options as Tabs’ > Close the Options windows.

3. Re-open Options.

© 2007

5.3.1 Options - Attention



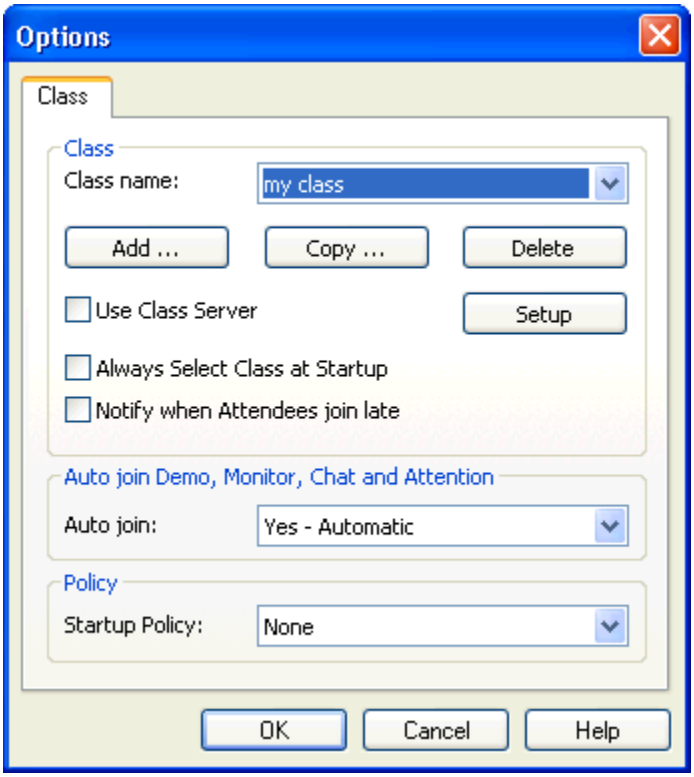
In the Options you can define the behavior of the 'Attention' button and down-arrow menu elements.

Follow these steps to enter an Attention text:
1. Select the radio button beside the ‘T’ symbol.
2. Enter the Attention text.
3. Set Background color and Font
4. Click ’Ok’
5. Clicking ‘Ok’ means that this becomes the default attention method when clicking the Attention button. Click the down-arrow button and ‘Text’ has been marked with asterisks (*Text*).

A similar approach can be used to the rest of the Attention effects.

© 2007

5.3.2 Options - Class



As your system grows and more and more Classes use the facilities, one Class will not do the job.
Class name Select a previously created class from the list.

Add Click this to add a new Class. Enter the name of the new Class in the dialog window and click 'Ok'.

Note: It is possible to move attendees between classes. See: Move Attendee to New Class.

Copy... Select a Class from the drop-down list and copy it.

Delete Select a Class from the drop-down list and delete it.

☐ Use Class Server - if a Class Server is used on the network to facilitate connections.

Always Select Class at Startup - shows this dialog at Instructor start.

Setup

Click 'Setup' to set up the Class Server Setup.

☐ Always Select Class at Startup > Select the class from 'Class Name'.

☐ Notify when attendees join late > If an attendee joins class after the lesson started, the instructor is notified.

© 2007

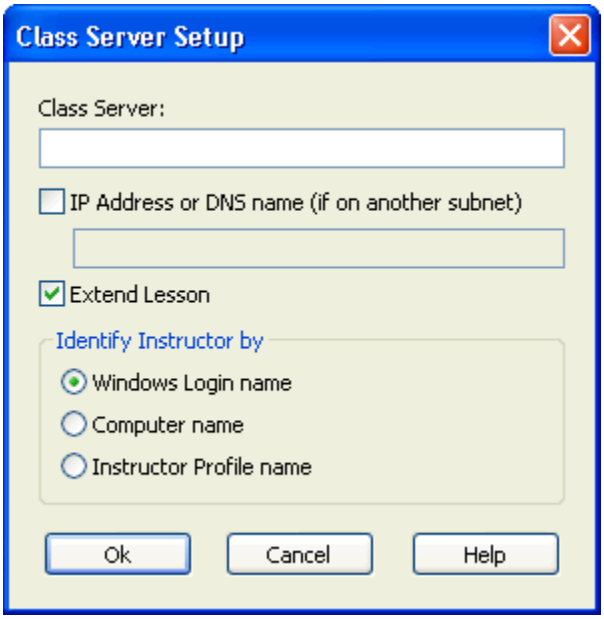
Auto join	There are three options: 1. No - Never: Attendees will not be able to join ongoing sessions. 2. Yes - Automatic: Attendees are joined ongoing sessions. 3. Prompt before join: Prompt the Instructor when an Attendee connects during a session.
Policy	Select a policy from the drop-down list. Default selection is 'None'. If you have added other policies, these will be available, too.

See: Class Startup Options and Advanced User's Manual > Options - Class.

5.3.2.1 Class Server Setup

Attendees using a computer running NetOp Attendee and instructors using a computer running NetOp Instructor can connect to NetOp Class Server to get their current or upcoming lesson from the class database.

Remember to setup the Attendee computers as well.



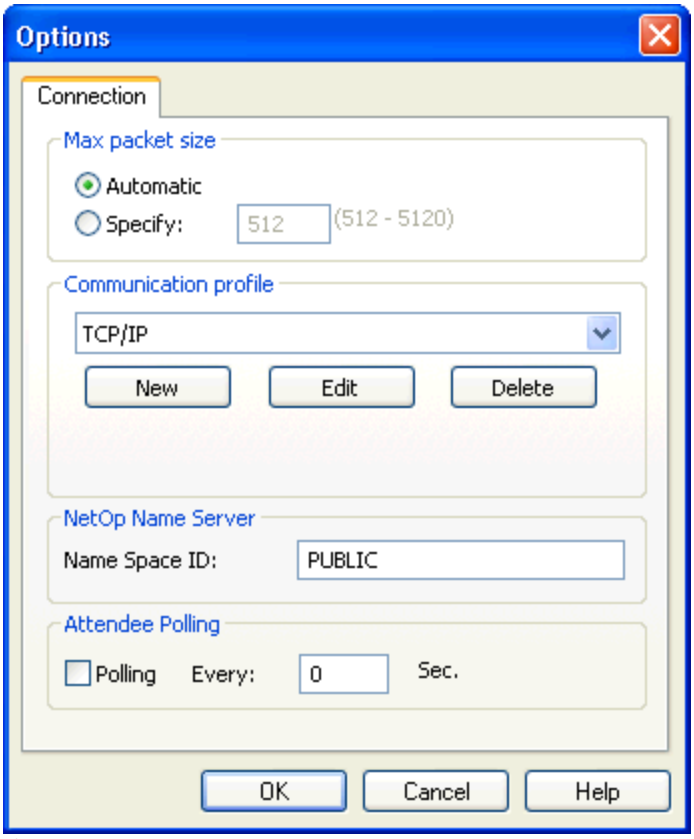
Class Server	On startup, the Instructor module will browse for and connect to the class server specified in the field. Note: The Class Server ID is case sensitive.
☐ IP Address or DNS name	If the Class Server is residing on an IP-subnet different from the Attendee computer, its IP address or DNS name must be entered for the Attendee to be able to reach it.
☑ Extend Lesson	The Instructor module is stopped automatically according to schedule. The Instructor will be notified 5 (five) minutes before a class is scheduled to end, and will be able to extend the lesson beyond schedule, if this option is checked.
☉ Windows Login Name	Make the Instructor identify itself to the class server by its Windows logon user name.
❍ Computer name	Make the Instructor identify itself to the class server by its computer name.

© 2007

❍ Instructor Profile Name — Make the Instructor identify itself to the class server by its Instructor Profile name.

See: Class Server Setup - Attendee

5.3.3 Options - Connection

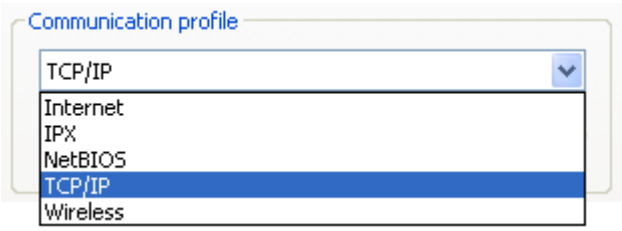


⊙ Select ‘Automatic’ max packet size if you want NetOp Instruct to adjust the packet size.

❍ Select ‘Specify’ if you want to set the packet size.

If you experience 'lumps' in the sound during an audio chat (or video conference), try to reduce the packet size.

Communication profile — Select the ‘Communication Profile’. Default selection is ‘TCP/IP’. For further information, see Advanced User’s Manual,



Communication Profile.

© 2007

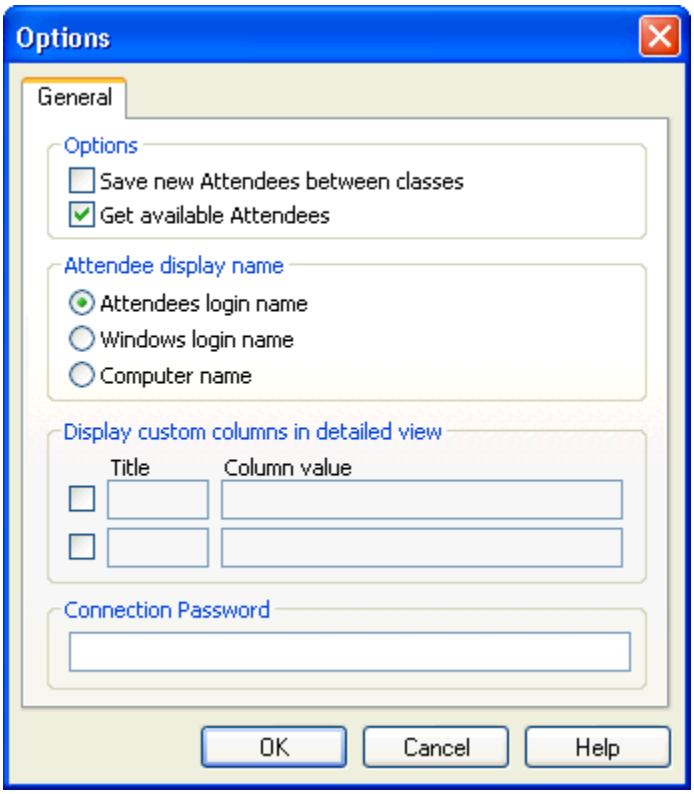
¨ Check ‘Individually addressed packets’ if the class takes place in a wireless environment.

NetOp Name Server — Enter the Name Space Id.

The name server is explained in the Advanced User’s Manual, Advanced TCP/IP Configuration.

☐ Checkmark ‘Attendee Polling’ if you want the Instructor computer to send the Attendees a network packet to verify that they are still connected.

5.3.4 Options - General



☐ Checkmark ‘Save new attendees between classes’ to keep information of an Attendee in a Class.

☑ Checkmark ‘Get available attendees’ to let NetOp Instruct look for available attendees.

⊙ Select the Attendee’s login name (which was set Attendee module as Identifier) to be displayed on the Instructor’s desktop.

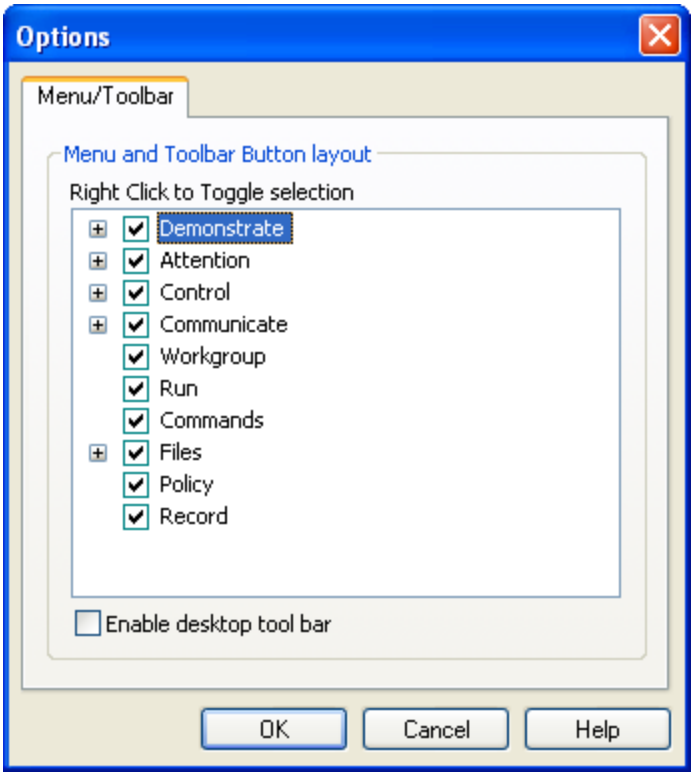
❍ Select the attendee’s Windows login name to be displayed on the Instructor’s desktop.

❍ Select the Attendee’s computer name to be displayed on the Instructor’s desktop.

© 2007

☑	Checkmark and enter a new Column name and state the Column value. Value can be an environment variable or a registry key. You can add two columns to the Detailed View. **Example:** Enter Title: 'PC Name' and Column value: '%computername%'
Connection Password	The Connection password secures that only attendees and instructors using the same Connection Password can connect.

5.3.5 Options - Menu/Toolbar



Checkmark items in the list.

Checkmarked items appear in the Instructor's toolbar and menus.

Note: You must right-click a checkbox to select or de-select, and left-click to expand the sub-menus.

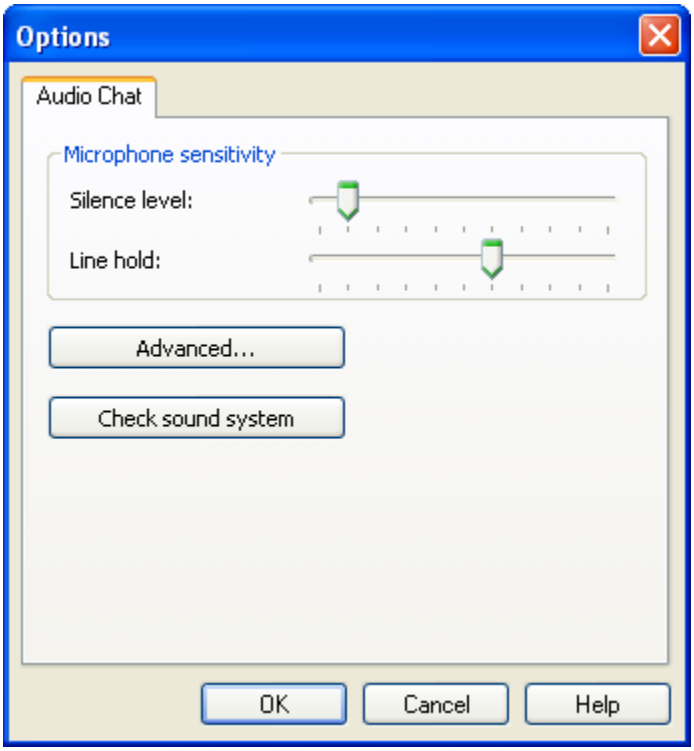
If at least Instructor Profiles are used NetOp Instruct remembers your settings.

Hint: Enable desktop tool bar - adds a floating toolbar to the Instructor's desktop containing the buttons corresponding to the current selection above.

See: Instructor Buttons

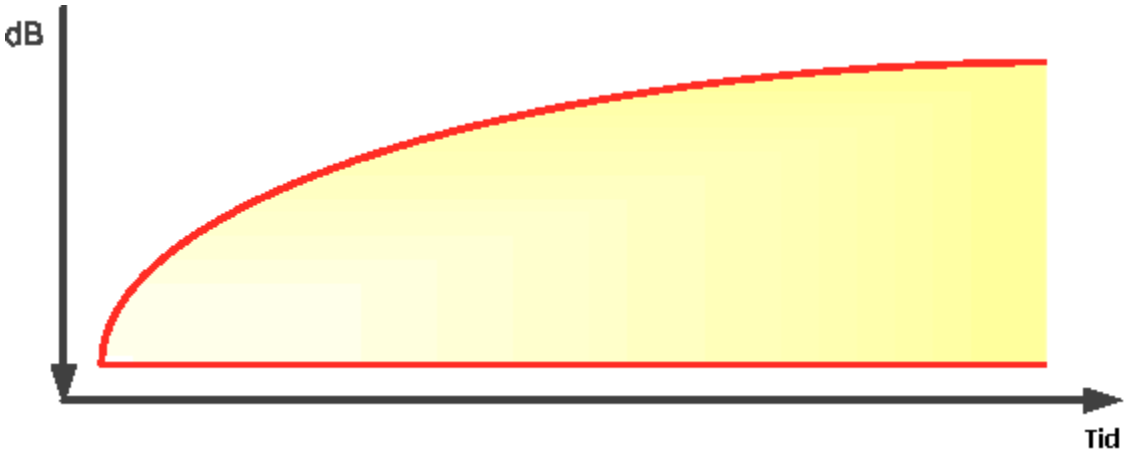
© 2007

5.3.6 Options - Audio Video Chat



Set microphone sensitivity and line hold.

Silence level	Adjust the silence level (dB) to your way of talking (how loud). The farther to the left the more quiet you can talk to open the line.
Line hold	Adjust the line hold duration (seconds) to optimize the bandwidth usage. The microphone switches off whenever the time runs out and the conversation is too silent.



Combine the lowest 'Silence level' (dB) with the longest 'Line hold' (Time) to let the microphone remain open. If the bandwidth is limited adjust 'Silence level', 'Line hold' and codec.

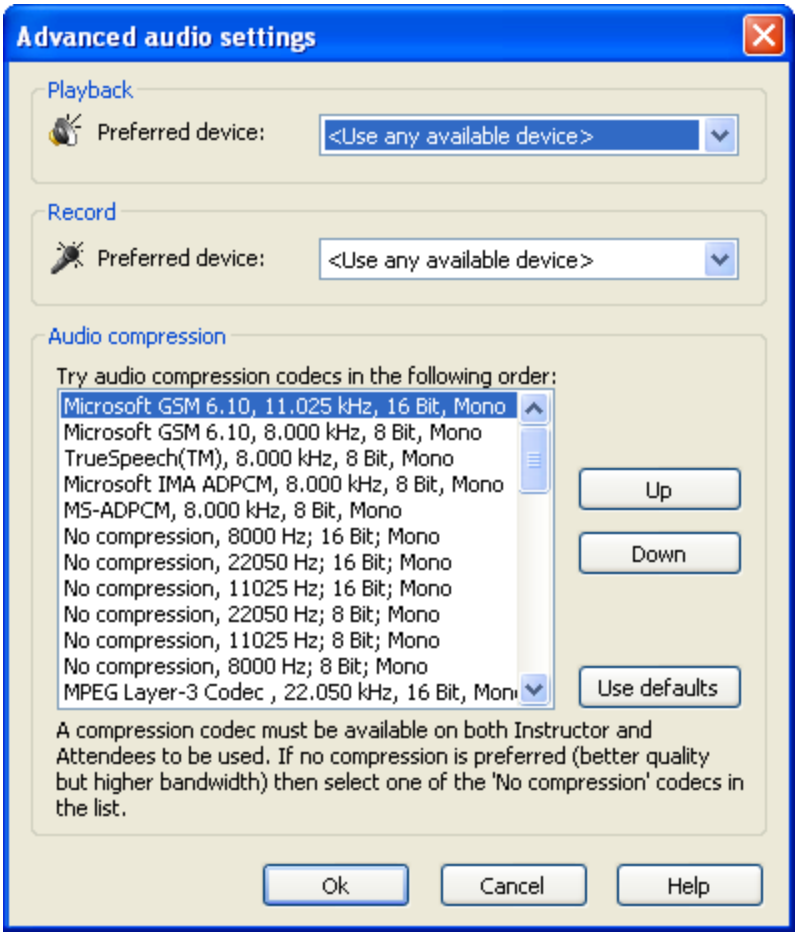
Clicking Advanced opens a list of sound devices and codecs that is installed on the computer.

Clicking Check Sound System performs a automated verification test.

© 2007

See: Advanced Audio Settings

5.3.7 Advanced Audio Settings


Advanced audio settings
Playback
Preferred device:
<Use any available device>
Record
Preferred device:
<Use any available device>
Audio compression
Try audio compression codecs in the following order:
Microsoft GSM 6.10, 11.025 kHz, 16 Bit, Mono
Microsoft GSM 6.10, 8.000 kHz, 8 Bit, Mono
TrueSpeech(TM), 8.000 kHz, 8 Bit, Mono
Microsoft IMA ADPCM, 8.000 kHz, 8 Bit, Mono
MS-ADPCM, 8.000 kHz, 8 Bit, Mono
No compression, 8000 Hz; 16 Bit; Mono
No compression, 22050 Hz; 16 Bit; Mono
No compression, 11025 Hz; 16 Bit; Mono
No compression, 22050 Hz; 8 Bit; Mono
No compression, 11025 Hz; 8 Bit; Mono
No compression, 8000 Hz; 8 Bit; Mono
MPEG Layer-3 Codec , 22.050 kHz, 16 Bit, Mon
Up
Down
Use defaults
A compression codec must be available on both Instructor and Attendees to be used. If no compression is preferred (better quality but higher bandwidth) then select one of the 'No compression' codecs in the list.
Ok
Cancel
Help

If more devices are available on your computer, they are listed in the drop-down lists.

Depending on the network type (LAN or Internet) adjust the sound quality by selecting 8 or 16 bit and the frequency span (Hz).

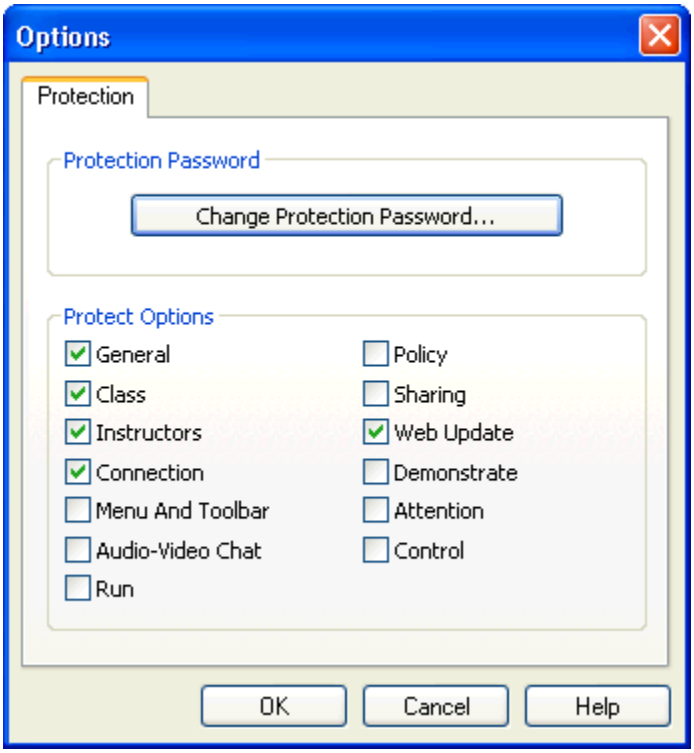
Note: 16 bit, uncompressed gives the best sound.

Arrange the 'Audio Compression' using the 'Up' and 'Down' buttons. The list describes the sequence that the Instructor uses when it tries to connect to Attendees.

Note: The compression codec has to be present on both Instructor and Attendee in order to work.

© 2007

5.3.8 Options - Protection



Select which Options should be protected from unauthorized access.

If a user tries to access a protected option, he is prompted to enter the password.

See: Change Protection Password

5.3.8.1 Change Protection Password

© 2007

Enter the protection password twice and click ‘Ok’ to activate the protection and save the password.

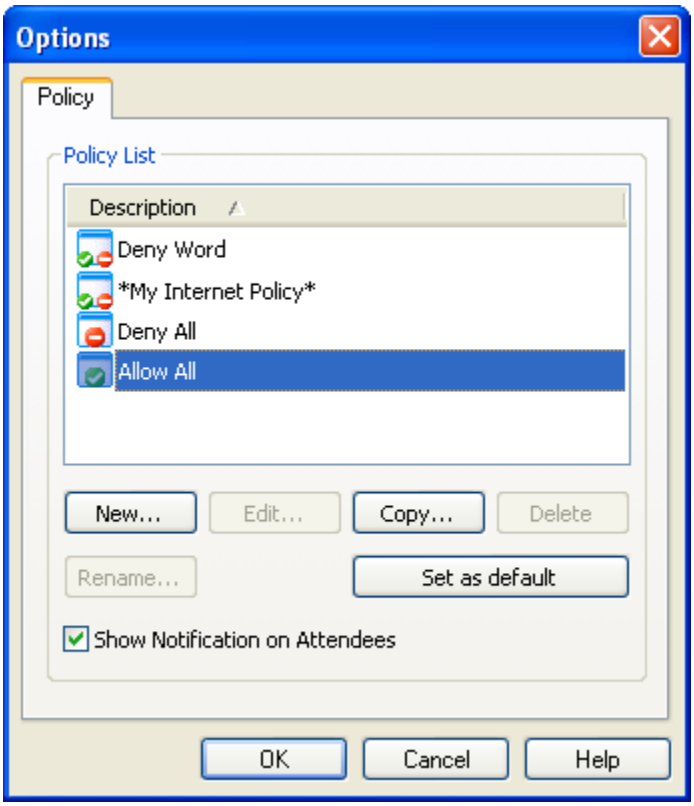
Change password

Follow these steps:
1. Go to Tools > Options > Protection
2. Click Change Protection Password
3. Enter the old password in ‘Old password’
4. Enter the new password twice
5. Click ‘Ok’ to activate and save.

Note: To reset the password, enter the old password and click ‘Ok’.

See: Options - Protection

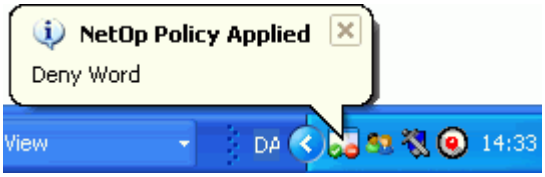
5.3.9 Options - Policy



New...	Create a new policy.
Edit...	Select a policy from the list. Click Edit and change the policy.
Copy...	Select a policy from the list and copy it for editing
Delete	Delete a selected policy.
Rename...	Rename the selected policy.
Set as default	Set the selected policy as the default policy when clicking the Policy button to control the Attendees’ Internet or application access possibilities.

© 2007

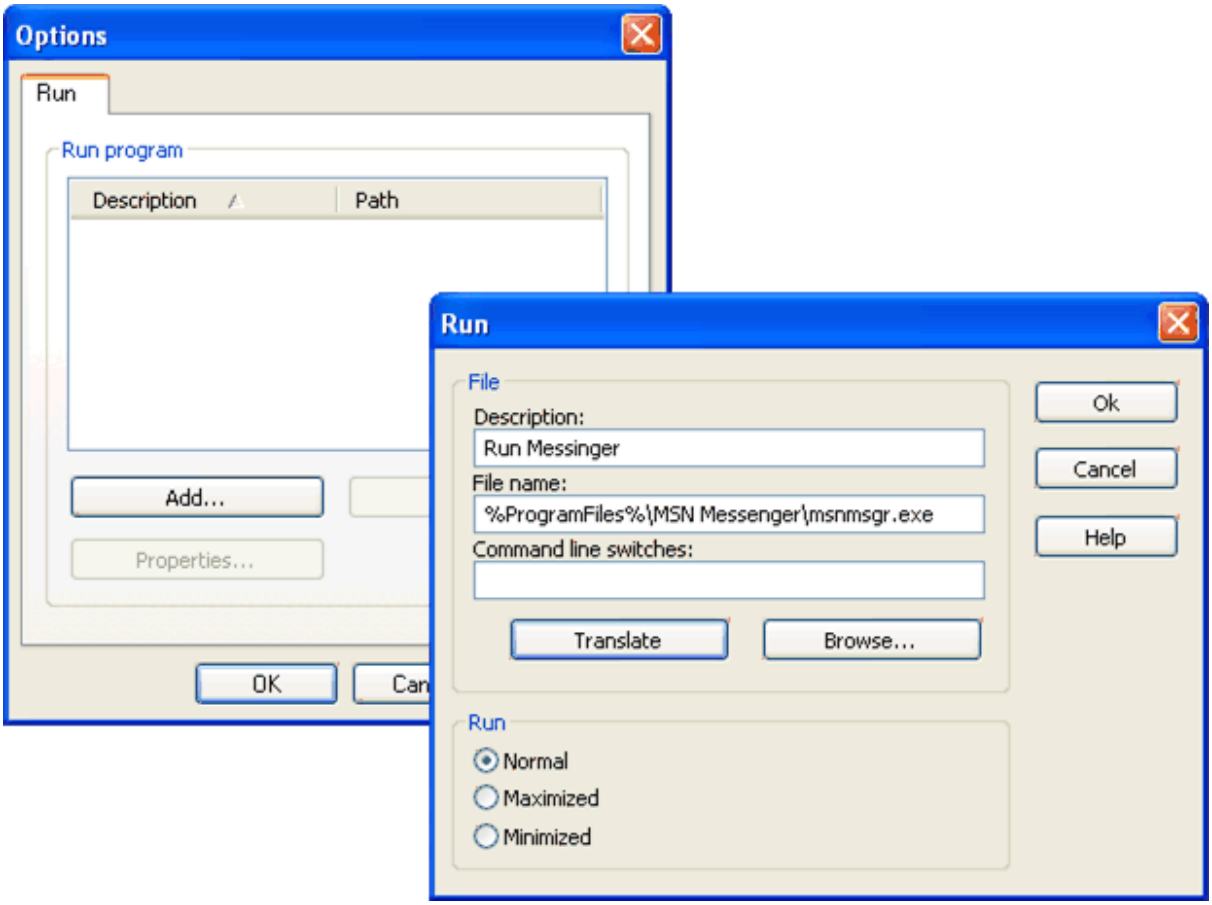
☑ Check this to display which policy is applied on the Attendees.



Policy notification on Attendees

See: Create Policy

5.3.10 Options - Run



To add a program, follow these steps:

1. Click Run > Options > Add to display these windows.
2. Enter the Description
3. Browse for the program
4. Once you have found it, optionally click Translate. Translate will replace absolute paths with environment variables. This is especially helpful if your computers are running different Windows platforms.
5. Decide the size of the program window. Select one of the radio buttons: Normal, Maximized or Minimized.
6. Click 'Ok' to include the program to the list in the Options - Run window.

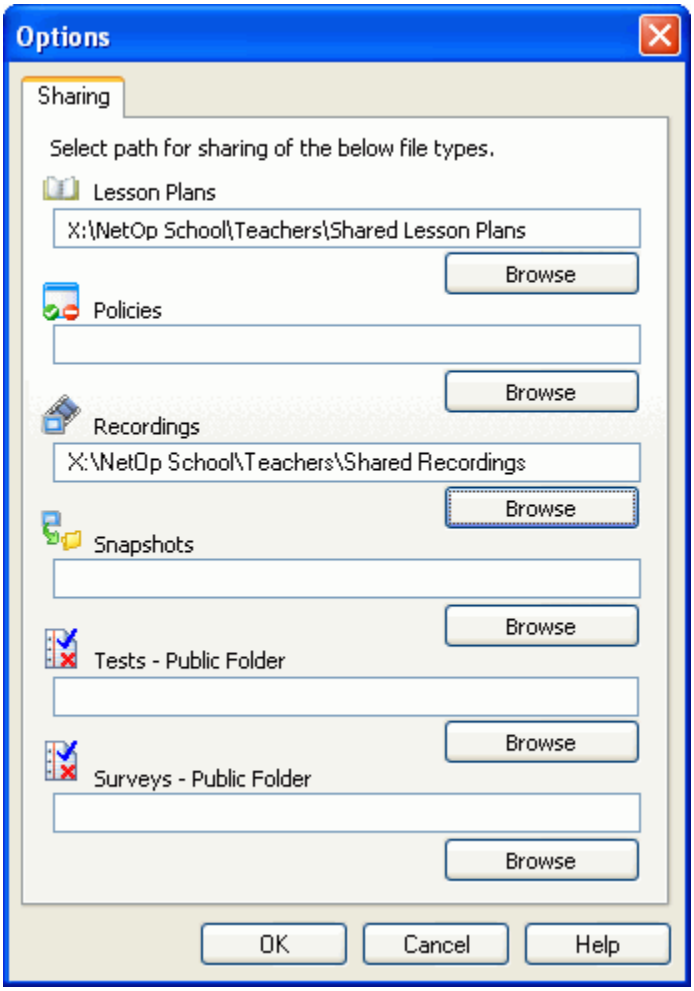
© 2007

7. The program is now ready to be launched from the Instructor's computer.

Note: Some programs have to be started using command line switches. If the selected program needs to be started in that manner, enter the command(s) in this box.

See: Run Button

5.3.11 Options - Sharing

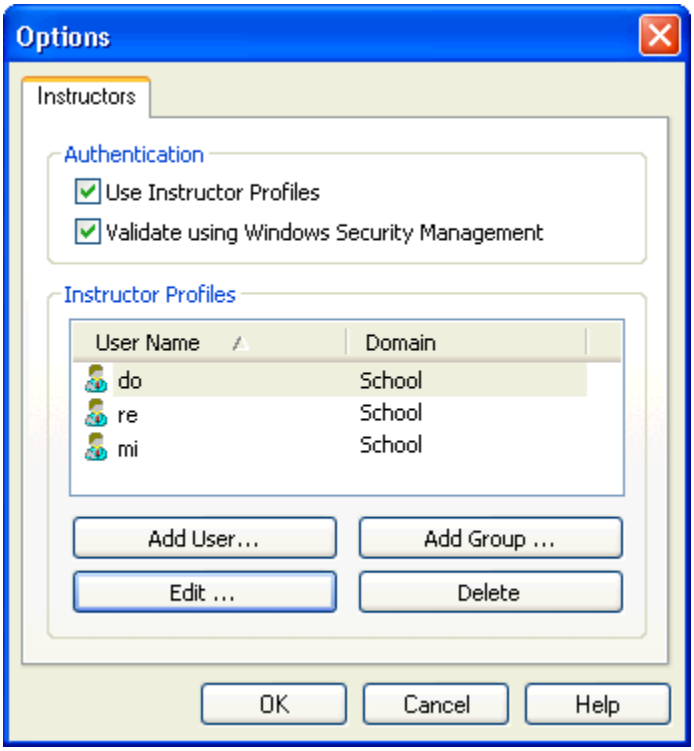


Sharing allows instructors regardless of login to share recordings, media files, tests etc.

To make it work, enter a path to a disk drive (e.g. network drive) all Instructors can access - in this example we have selected the X-drive.

© 2007

5.3.12 Options - Instructors

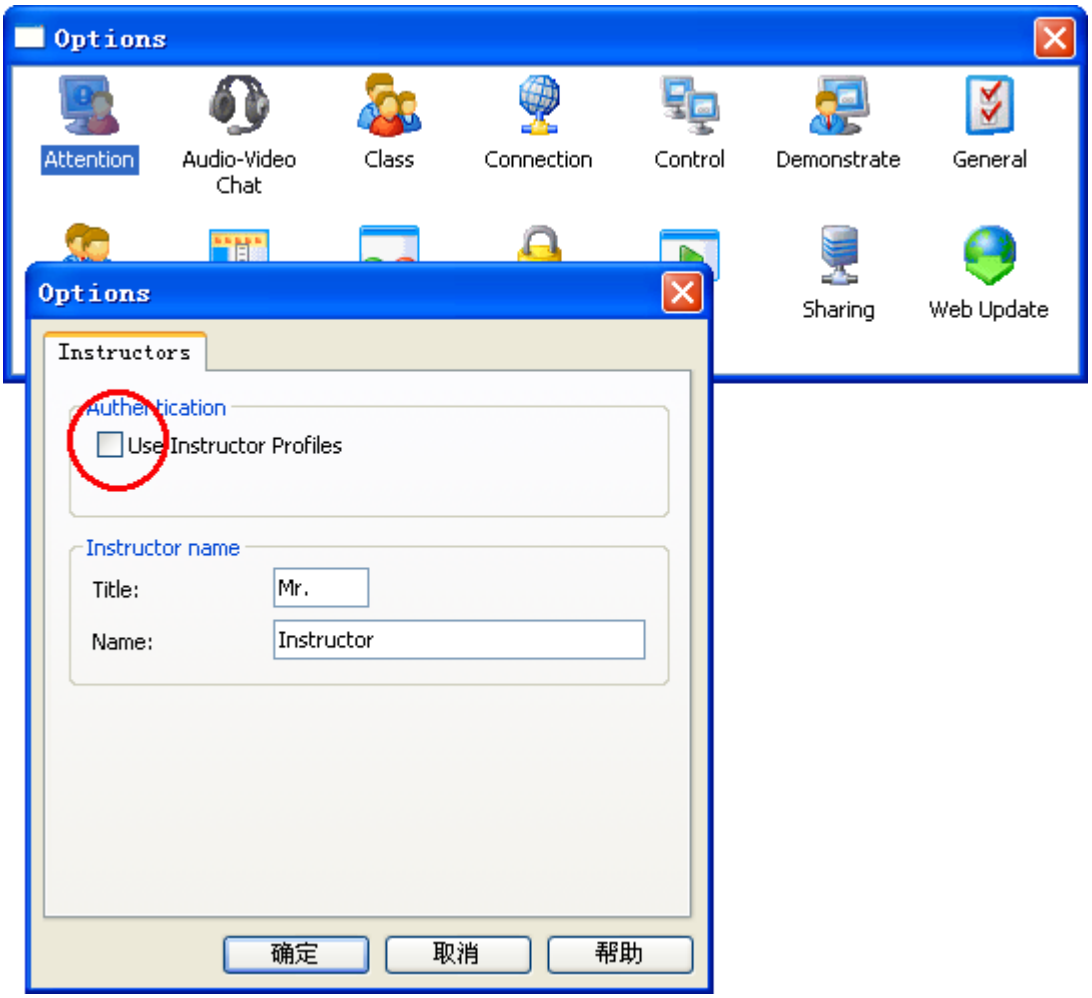


There are a number of ways that the instructors can log on to the NetOp Instruct system. The following sections describe how.

See: Instructor Name, Instructor Profiles and Instructor Profiles and Windows Authentication

© 2007

5.3.12.1 Instructor Name



None of the checkmarks must be selected.

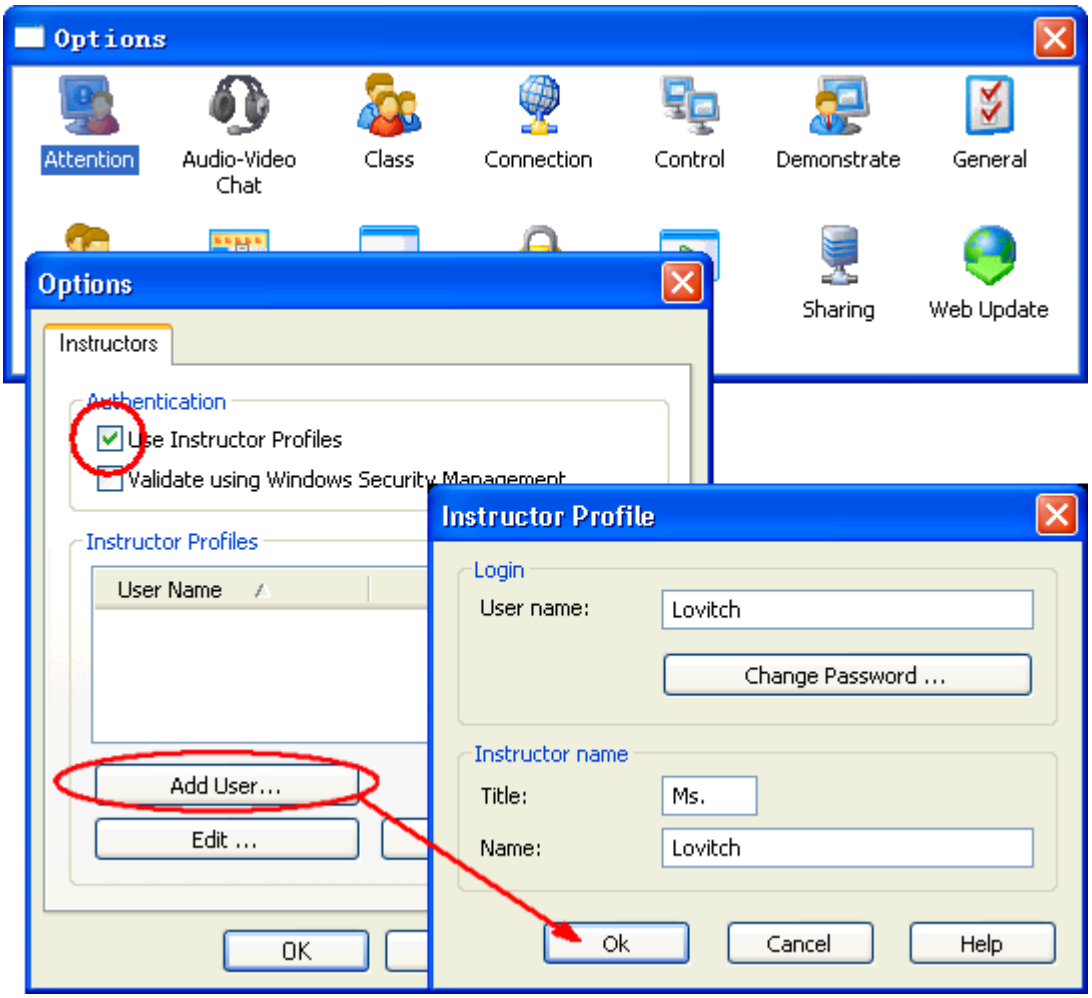
The name entered here is used to identify the Instructor during 'Chat' and 'Audio Chat'.

If nothing is entered <Instructor> will be displayed instead.

See: Options - Instructors, Instructor Profiles and Instructor Profiles and Windows Authentication

© 2007

5.3.12.2 Instructor Profiles



Using this validates the user against the NetOp authentication database.

Check 'Use Instructor Profiles' to use this method. Note that the 'Validate...' checkbox is checked by default. Uncheck this before continuing.

See: Options - Instructors, Instructor Name and Instructor Profiles and Windows Authentication

5.3.12.2.1 Adding Instructor

Follow these steps:

1. Select Tools > Options > Instructors to open the Options window.
2. Click 'Add User...' and enter 'Username' and 'Instructor name'.

• 'Username' becomes your identification to the system.

• 'Instructor Name' is used to identify the Instructor during 'Chat' and 'Audio Chat'.

3. Click 'Change Password...' to add a password to your profile, thus improving login security.
4. Enter 'New Password' and confirm it. The first time you use this 'Old Password' is blank. Your password is personal. All instructors have their own password.

The 'Instructor profile' saves all of your own settings, including folders, groups, tests, bitmaps etc. from time to time.

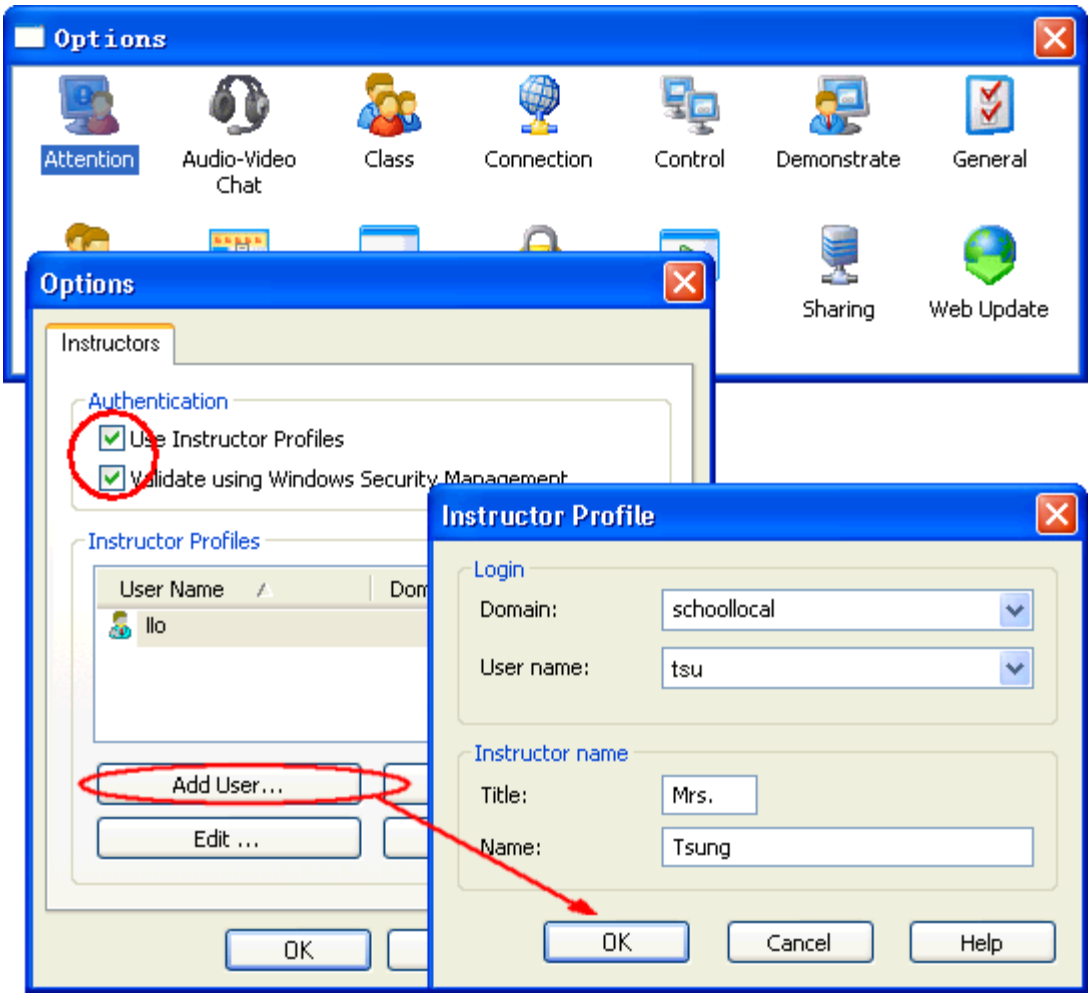
There is no limit to the number of 'Instructor profiles' on the system.

© 2007

Note: If the password protection is used, a new 'Instructor Profile' can only be added to the list if an instructor who is on the list opens it.

See: Instructor Profiles

5.3.12.3 Instructor Profiles and Windows Authentication



By checking both 'Use Instructor Profiles' and 'Validate using Windows Security Management' NetOp Instruct allows the Instructor to use the Windows password.

Follow these steps:
1. Select Tools > Options > Instructors to open the Options window.
2. Check both boxes and click 'Add User...'.
3. Enter the required information in the Instructor Profile window.

• Select Domain.

• Select Windows user name.

• Enter the Instructor's title and name.

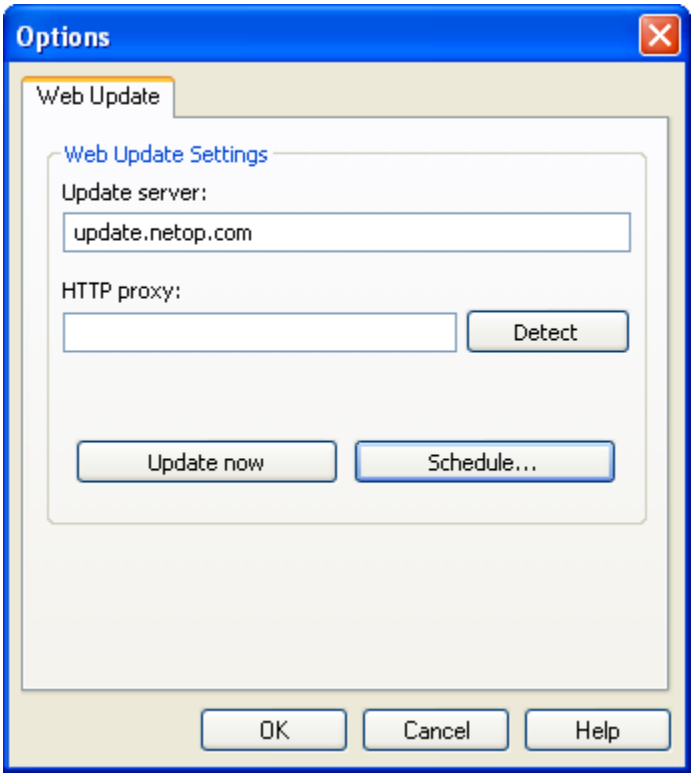
4. Click 'Ok'.

Hint: If the Instructors are organized in groups on the network, all you have to do is to add the group.

See: Options - Instructors, Instructor Name and Instructor Profiles

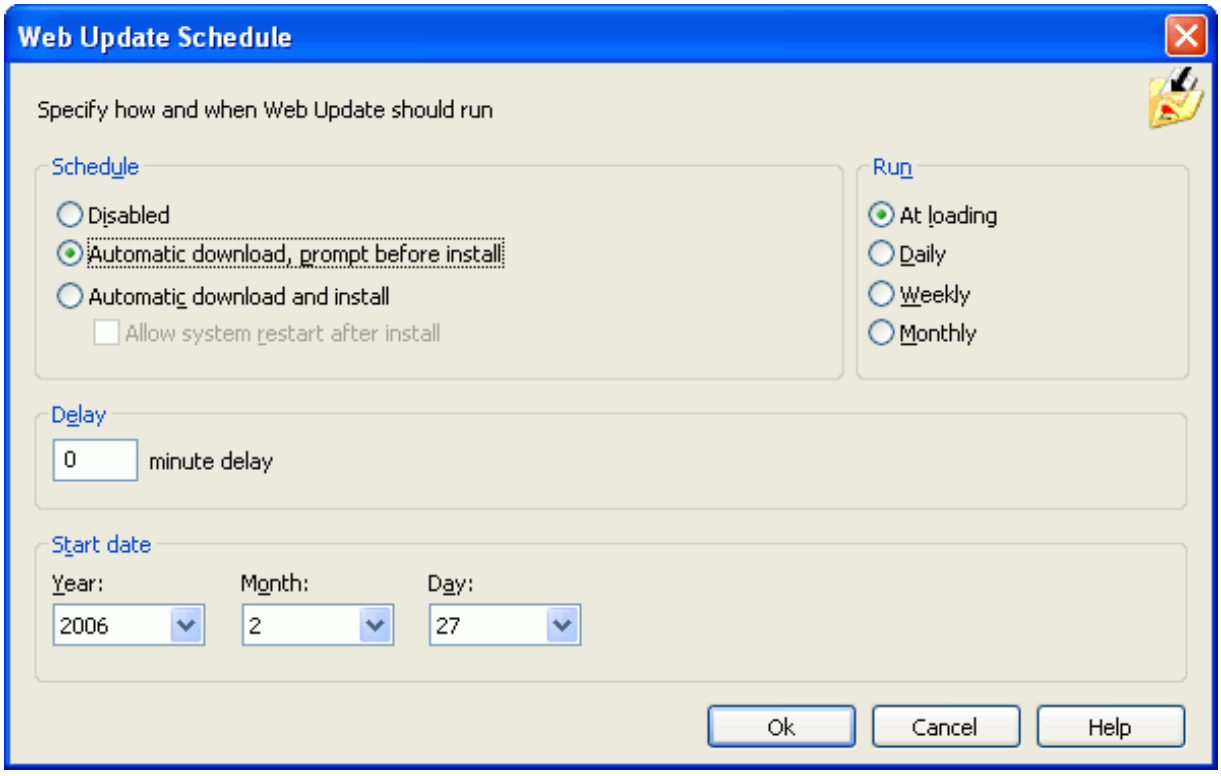
© 2007

5.3.13 Options - Web Update



Follow these steps:
1. Select Tools > Options > Web Update to open the Options window.
2. Click ‘Schedule’.

3. In the Web Update Schedule window select the schedule type.



4. In 'Run', select how often NetOp Instruct is going to look for updates. 'At loading' is default.
5. If this update option is selected, enter the number of minutes the update will be delayed (recommended). Set the delay to 2 - 6 minutes, depending on how fast the computer is to start up.

   The three other options do not have the same workload impact on the computer. It is recommended to select 'Randomize within the hour'. In doing this, the web-update is less sensitive to web-congestion.
6. Select the date and time where the first Internet update is to take place.

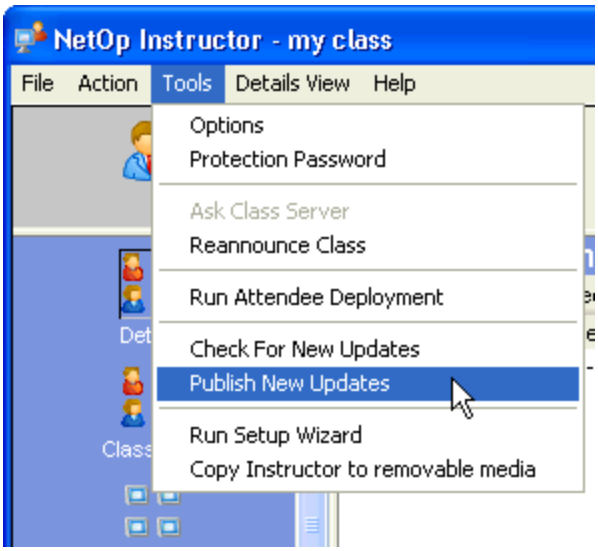
Note: The Attendee usually starts simultaneously with Windows. This means that the computer is not 100% ready, when NetOp Instruct is checking for new updates. Checking for updates and installing them (if any) generates a heavy workload on the computer which not is desirable during start-up.

See: Publish New Updates

5.3.13.1 Publish New Updates

Select the Tools > Publish New Updates to open a Browse window and select a destination folder for the update files.

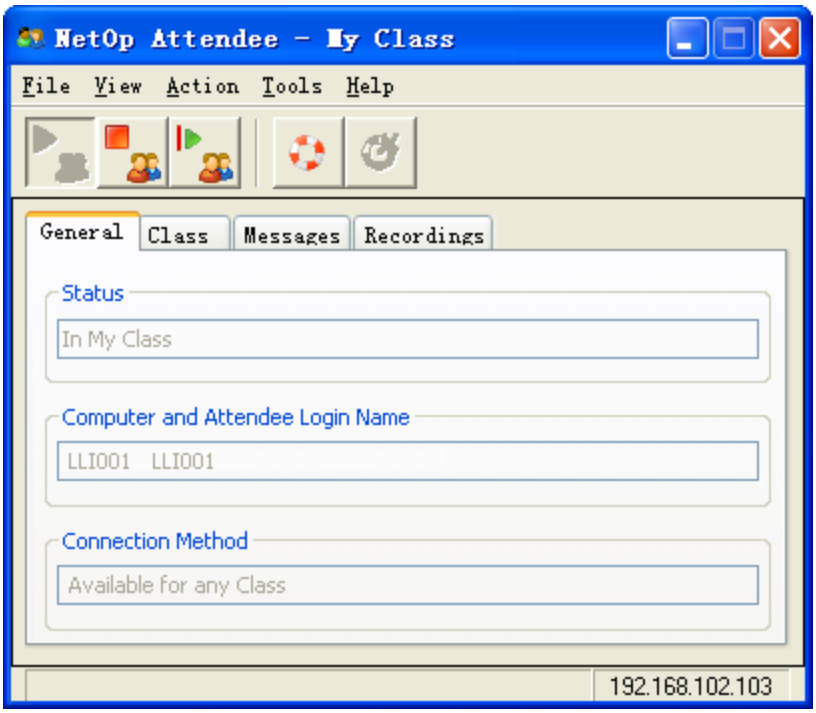
© 2007



This system/network administrator tool will enable network users to web update their NetOp installation by connecting to an internal web update server instead of an external Internet server.

See: Options - Web Update

5.4 Attendee Window



The Attendee window is only visible and accessible if NetOp Attendee has been installed in visible mode.

Menu

File	Click this and select 'Exit'.

© 2007

View — Click this to select/deselect a visible toolbar.

Action
- Join Class: Select to join class.
- Leave Class: Select to leave class.
- Rejoin Class: Select to rejoin the class.
- Request Help: Select to ask your Instructor for assistance.
- Cancel Help: Select to cancel your Help request.
- End Session: Select this if you do not want to be remote controlled.

Tools
- Options: Opens an Attendee - Options window
- Protection Password: See Attendee Security.
- Check for New Updates: Selecting this causes the Attendee to connect to the NetOp update-server. See Options - Web Update.
- Run Setup Wizard: Selecting this causes the Attendee Setup Wizard to open. See Loading Attendee - First Time.

Help
- Contents: Opens the help system.
- Online support: Opens an online form where you can contact NetOp Support.
- Online registration: Opens an online registration form.
- About...: Opens the About window - use information from this window when contacting NetOp Support or a NetOp reseller.

Buttons

At startup - if joining the class is not predefined - you have to click this button to connect to the designated class

Clicking this during a lesson disconnects you from your designated class.

If you have been signed in you class - click this to join the class again.

If you encounter problems click this. Enter you problem and hit ‘Send’. Your request will pop up on the Instructor’s computer.

If you resolve your problem before the Instructor has had an opportunity to get back to you, click the ‘Cancel Help’ button.

See: Attendee - Options and Attendee Window - Tabs

5.4.1 Attendee - Options

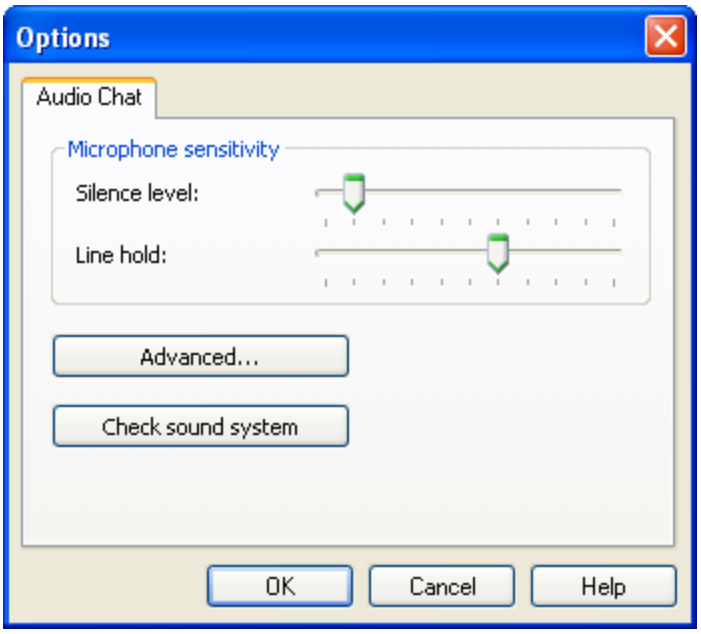
© 2007

Audio-Video Chat	See Options - Audio Video Chat.	Help Request	See Options - Help Request.
Class	See Options - Class.	Attendee Login	See Options - Attendee Login.
Connection	See Options - Connection.	Protection	See Options - Protection.
General	See Options - General.	Web Update	See Options - Web Update.

The options can be shown as a traditional window with panes.

Follow these steps:
1. In Tools > Options > Right-click the window.
2. Select 'Options as Tabs' > Close the Options windows.
3. Re-open Options.

5.4.1.1 Options - Audio Video Chat



Set microphone sensitivity and line hold.

Silence level — Adjust the silence level (dB) to your way of talking (how loud). The farther to the left the quiet you can talk without closing the line.

Line hold	Adjust the line hold duration (seconds) to optimize the bandwidth usage. The microphone switches off whenever the time runs out and the conversation is too silent.

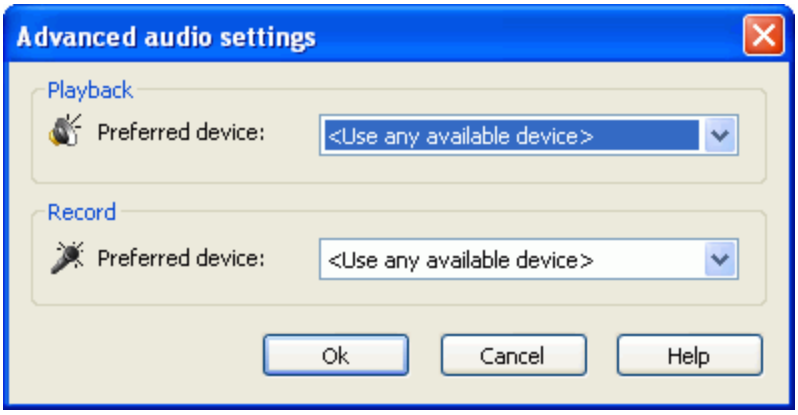
Clicking Advanced opens a list of sound devices that is installed on the computer.

Clicking Check Sound System performs a automated verification test.

Note: The sound quality is selected on the Instructor module. On connection, the Instructor and the Attendee settle on the best mutual quality.

See: Options - Advanced Audio and Options - Audio-Video Chat

5.4.1.1.1 Options - Advanced Audio

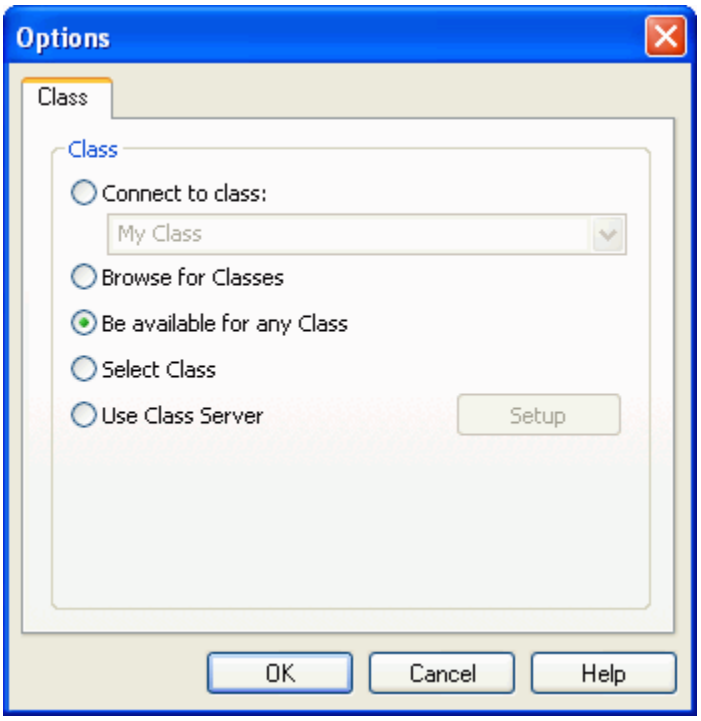


If more devices are present on your computer's system, they are listed in the drop-down lists.

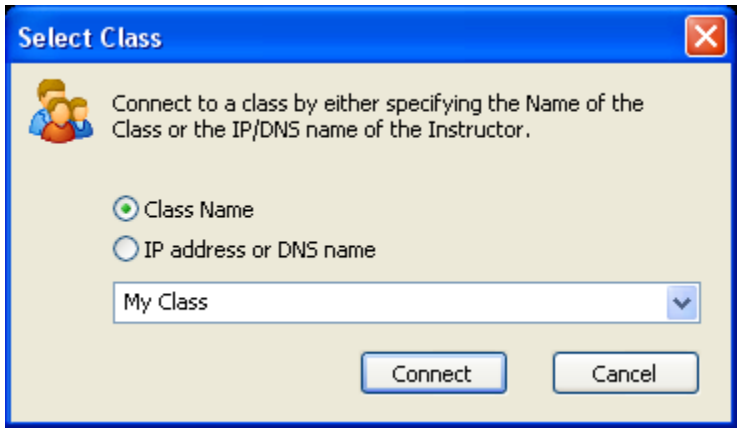
See: Options - Audio Video Chat

© 2007

5.4.1.2 Options - Class



☉ Connect to class	The default selection. If more classes are available they can be found in the drop-down list.
❍ Browse for Classes	Look for classes that are available - i.e. classes that are already started on the network by an instructor.
❍ Select Class	Select among available classes.


Select Class
Connect to a class by either specifying the Name of the Class or the IP/DNS name of the Instructor.
Class Name
IP address or DNS name
My Class
Connect
Cancel

'Class Name' corresponds to 'Connect to class' - the attendee can select freely among available classes on the same subnet.

'IP address or DNS name' - the attendee can select freely among available classes on different subnets or on a specific Instructor computer..

❍ Be available for any Class	Make yourself available to any instructor on the network.

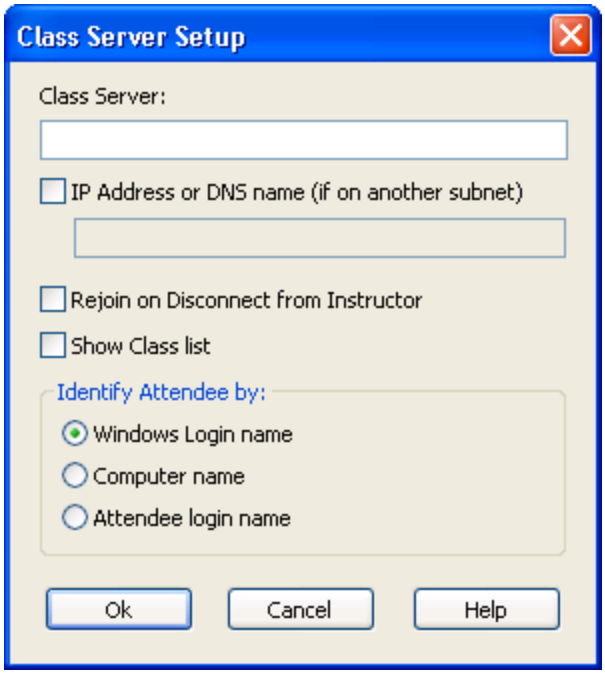
© 2007

❍ Use Class Server — Let the Attendee request a Class Server (if available on the network) for information about current or upcoming classes.

See: Class Server Setup - Attendee and Class Server Setup

5.4.1.2.1 Class Server Setup - Attendee

Attendees using a computer running NetOp Attendee and instructors using a computer running NetOp Instructor can connect to NetOp Class Server to get their current or upcoming lesson from the class database.



Class Server — When joining class, the Attendee module will browse for and connect to the class server specified in the field.

Note: The Class Server ID is case sensitive.

☐ DNS name — If the Class Server is residing on an IP-subnet different from the Attendee computer, its IP address or DNS name must be entered for the attendee to be able to reach it

☐ Rejoin on Disconnect from Instructor — The Attendee can be disconnected from the Instructor either automatically at the end of a class or unintentionally. To ensure that the Attendee in this situation always asks the Class Server which class to connect to, this option must be checked. In case of the present class still running, the Attendee will be reconnected to this.

☐ Show Class list — The Attendee may view the list of classes, and pick the one to connect to. Leaving it unchecked, the attendee will automatically be connected to the first upcoming class for that attendee.

☉ Windows Login Name — Make the attendee identify himself to the class server by his Windows logon user name.

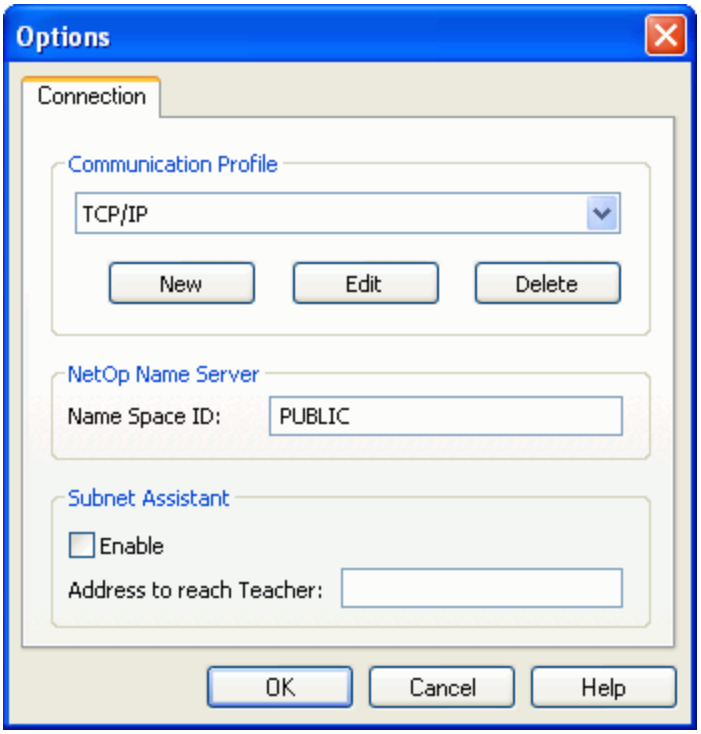
❍ Computer name — Make the attendee identify himself to the class server by his computer name.

© 2007

❍ Attendee Login Name — Make the attendee identify himself to the class server by using the identification method which is set in Options - Attendee Login.

See: Class Server Setup

5.4.1.3 Options - Connection



Communication Profile — NetOp Instruct supports five different communication methods:

- Internet
- IPX
- NetBIOS
- TCP/IP
- Wireless

It is possible to add, edit or delete a communication profile .

NetOp Name Server — If you are using a Name Server, enter its name to verify the logged on user.

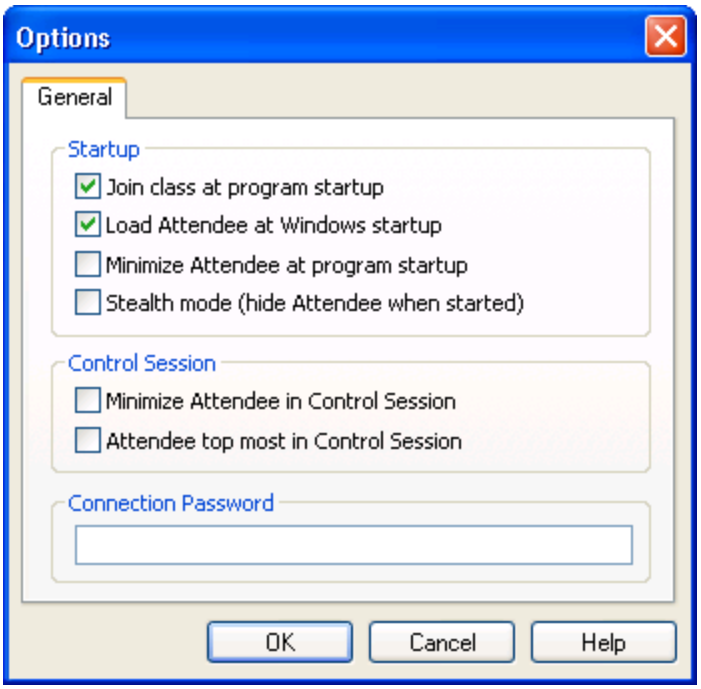
☐ Subnet Assistant.

Use this if the Instructor and the Attendees are not on the same subnet.

See: Advanced User's Manual, Options - Connection and Common Options - Communication Devices.

© 2007

5.4.1.4 Options - General



Startup

- ☐ If checked Attendee joins class at program startup.
- ☐ If checked Attendee loads at Windows startup.
- ☐ If checked Attendee is minimized at program startup.
- ☐ If checked Attendee runs in Stealth mode (hide Attendee when started).

  See: Changing Attendee Stealth Mode.

Control Session

- ☐ If checked Attendee is minimized in Control Sessions.
- ☐ If checked Attendee is top most in Control Session.

Connection Password: If a password is entered here the Instructor has to use the same password in order to connect. See also Options - General for the Instructor.

5.4.1.4.1 Changing Attendee Stealth Mode

If the Attendee runs Stealth mode and you need to change the set up the File Manager can help you. Select the Attendee computer in question and find the executable file;

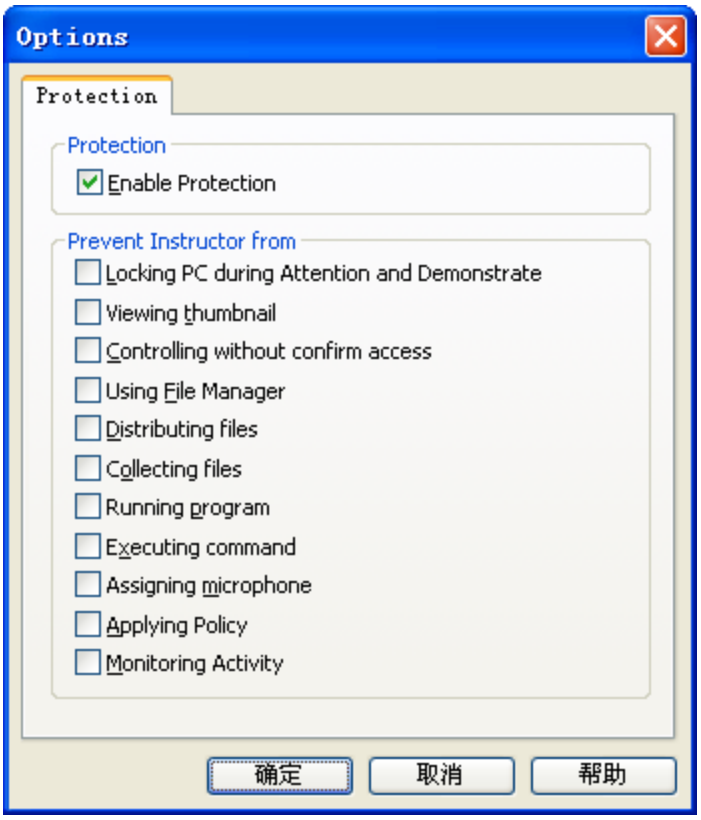
```
C:\Program Files\Danware Data\NetOp Instruct\Attendee\Showhost.exe
```

Double-click it and the Attendee will be restored.

Now, start a remote control session, run the Attendee Setup Wizard again and make changes.

© 2007

5.4.1.5 Options - Protection



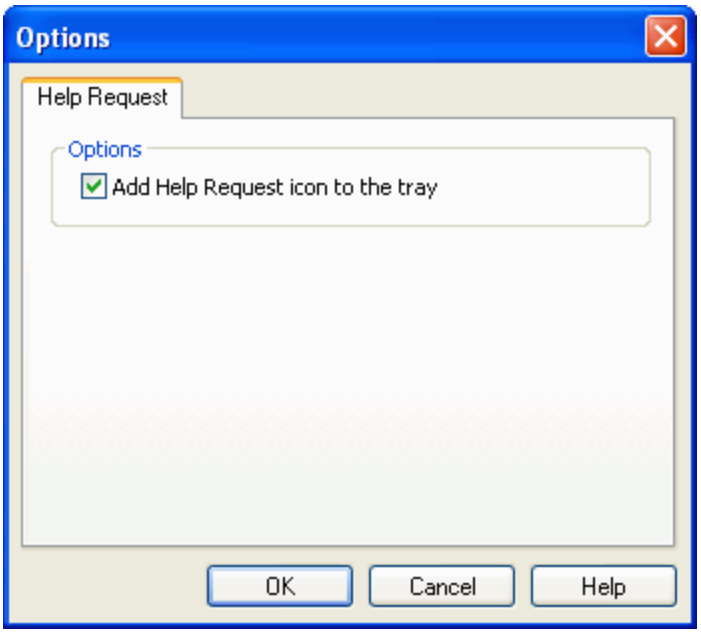
Use 'Protection options' to protect the Attendee computer from the Instructor's possibilities of controlling and monitoring actions on the Attendee computer.

Follow these steps:
1. Select Tools > Options > Protection to open the Options window.
2. Check 'Enable protection' to enable the selections.
3. Check protection items.
4. Click 'Ok'.

See: Locked Keyboard and Mouse

© 2007

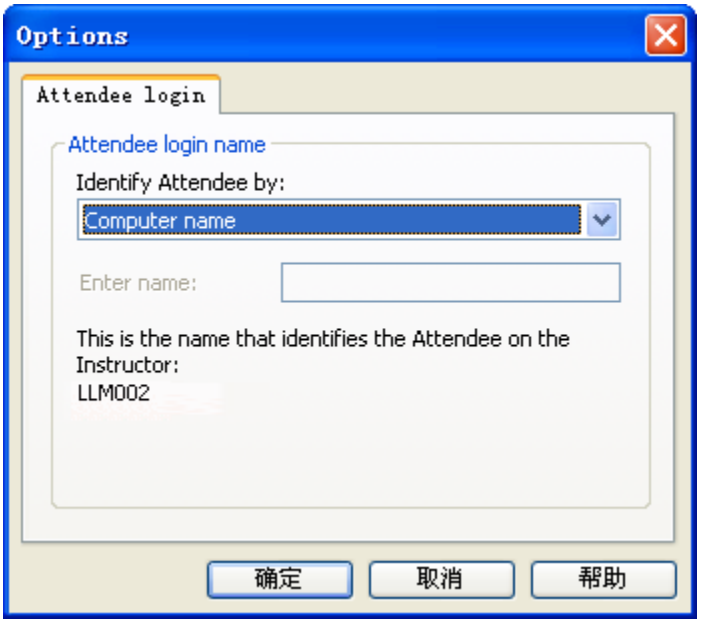
5.4.1.6 Options - Help Request



Check this to add the Help request icon to the tray.

See: Request Help

5.4.1.7 Options - Attendee Login



Attendee Identification by:	Information:	Benefits:

Windows Login name	<login name>	Especially useful if you need to identify who was logged on to a certain computer during e.g. a test.
Windows Login name and \Domain	<login name>\<Domain>	See above.
Windows full name	<Firstname><Lastname>	See above.
Windows full name and \Domain	<Firstname><Lastname> \<Domain>	See above.
Computer name	<Computer001>	This setup is practical if the computer-lab is used by many Attendees that share the computers.
Computer name and \Domain	<Computer001> \<Domain>	See above.
Prompt for login name	Actual attendee name	This is useful if attendees bring their own computers and the attendee names are known or if the classroom is virtual.
Login as:	E.g. environment variable ~ %USERNAME %\%SERVER%\ ~ <Name>\<Server07>	To e.g. enable easy identification of the users who are logged on via a terminal server system.

There are eight different ways for the Attendee to identify himself to the Instructor.

5.4.2 Attendee Window - Tabs

General Tab Information about Attendee connection. Useful in error finding situations.

Class Tab Information about other participants in the class.

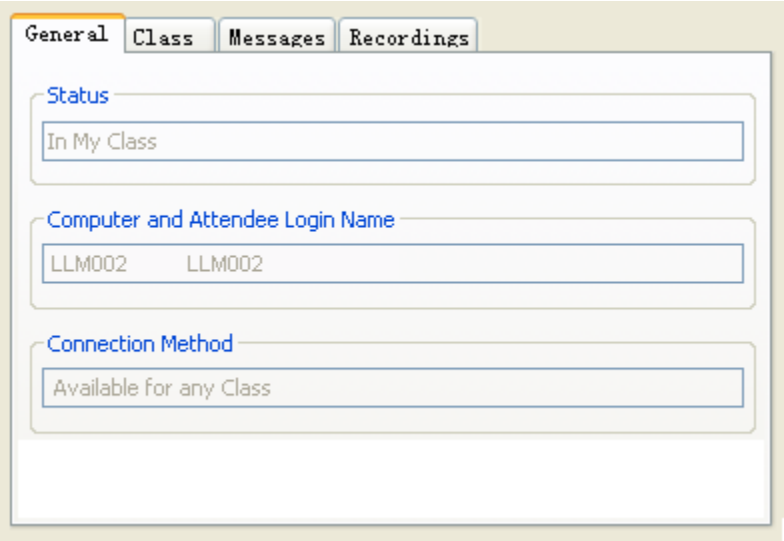
Messages Tab List of received messages from the Instructor. Double-click to view.

Recordings Tab List of received recordings from the Instructor. Double-click replay.

Note: It is only possible to see the tabs in the 'Attendee Window', if you are running in 'Visible Mode'.

© 2007

5.4.2.1 General Tab

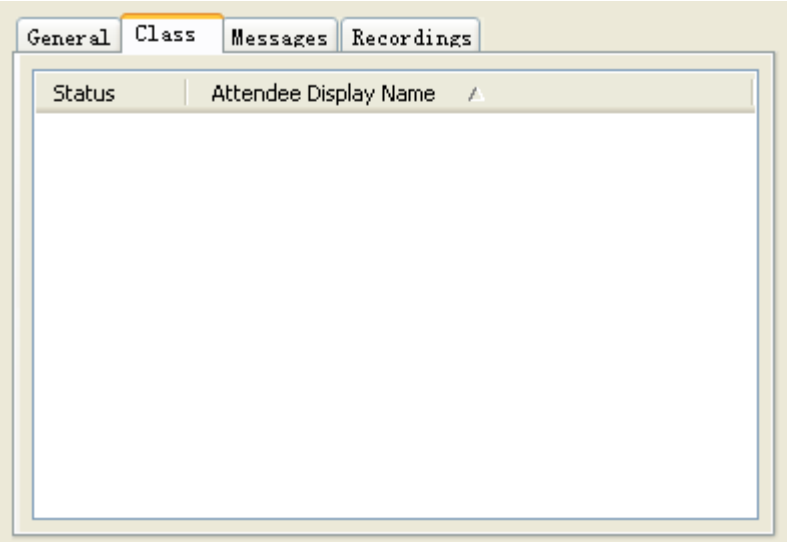


The 'General Tab' provides you with your present status in the system.

Status	An Attendee computer can have the following states: • Waiting for (My Class) • In (My Class)
Login Name	The computer name and the Attendee login name. See Options - Attendee Login.
Connection Method	An Attendee computer can have the following ways of connecting to a class: • Connect to Class • Browse for Classes • Be available for any Class • Use Class Server • See Options - Class.

© 2007

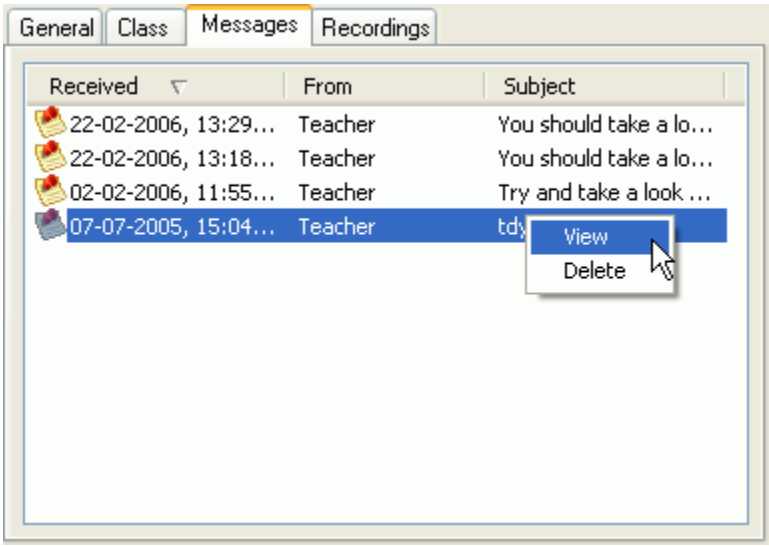
5.4.2.2 Class Tab



This window shows the attendees and their status in the present class.

Absent Attendees are not shown.

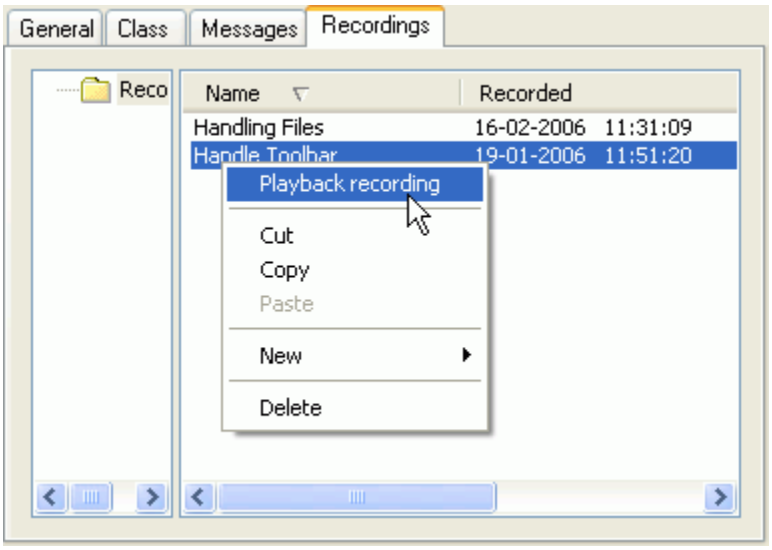
5.4.2.3 Messages Tab



Here you are able to browse through the messages sent to you.

© 2007

5.4.2.4 Recordings Tab



Here you are able to browse through the recordings that were sent to you during the

lessons you have attended.

You are also able to sort and organize the recordings.

Double click a recording to play it.

See: Record Button.

5.5 Security

NetOp Instruct security protects the teaching environment against accidental or unauthorized destructive actions. NetOp Instruct security does not protect other system resources, data and data transfer.

See: Connection Security, Instructor Security and Attendee Security

5.5.1 Connection Security

Specify a Connection Password on Instructors and Attendees to allow connection only if an Instructor and Attendee specify the same connection password, preventing unauthorized Instructors from capturing Attendees.

5.5.2 Instructor Security

Specify a Protection Password to protect Instructor setup.

Apply Instructor Profiles to protect access to the Instructor window by user individual logon. Instructor profiles can be set up with logon credentials validated by NetOp on the Instructor or by Windows Security Management.

See: Options - Instructors

© 2007

5.5.3 Attendee Security

Change Protection Password...

Click this button if you want to change your protection password.

Protection password required for

- ☐ Configuration. Selecting this prompts you to enter a password if you want to change the setup of the Attendee computer.
- ☐ End Session, Leave Class, Exit, Unhide. Selecting this prompts you to enter a password if you want to leave.

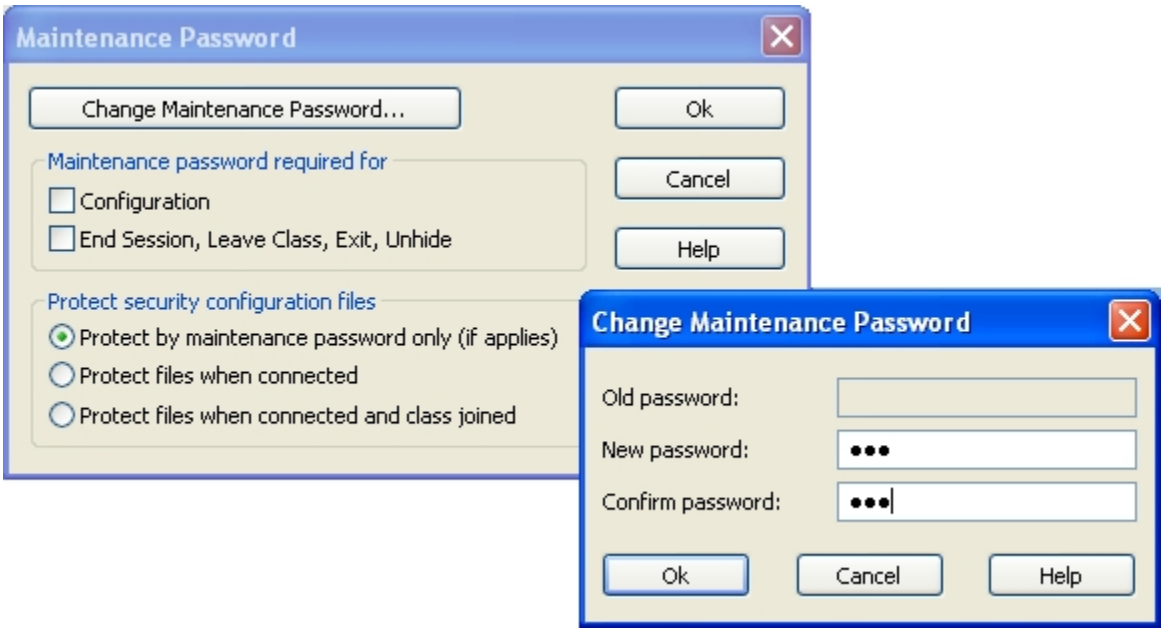
Protect security configuration files

- ⊙ Default selection. If selected the security configuration files are protected. This means that configuration files are protected if a protection password is applied.

  Otherwise they are unprotected.
- ❍ Select this to protect files on the Attendee computer while connected. This protects your files from being manipulated while remotely controlled. The attendee is allowed to manipulate the files.
- ❍ Select this to protect files on the Attendee computer at all times during a class.

  This protects your files from being manipulated while remotely controlled. Neither attendee nor instructor are allowed to manipulate the files.

Specify a Protection Password and apply it to 'Configuration' to protect Attendee setup.



Apply the protection password to 'End Session', 'Leave Class', 'Exit and Unhide', protect configuration files while the Attendee is in class and make Attendees load with Windows and join class when loaded to prevent Attendee users from changing Attendee setup and disrupting the class environment.

Apply Protection to prevent Instructors from executing specified actions on Attendees.

Apply a Policy to deny Attendee access to specified applications, Internet addresses and/or certain words on webpages.

© 2007

See: Create Policy

© 2007